



Consent for Mental Health Treatment, Telehealth, & Practice Policies

Nature of Services

I understand that I am (or my minor child is) receiving outpatient mental health services from Healing Hearts Therapeutic Services, PLLC. Services may be provided in person and/or via telemental health using secure platforms such as **Google Meet or TherapyNotes**. Telehealth services are held to the same standard of care as in-person services.

Confidentiality

All communications between client and therapist are confidential as protected by law, except:

1. Suspected abuse or neglect of a child, elder, or dependent adult
2. Risk of serious harm to self or others
3. Court order or other legal requirement
4. Professional consultation (without identifying information)

Treatment Process & Risks

Therapy is a collaborative process. I understand:

- There are no guarantees of specific outcomes
- Therapy may involve uncomfortable emotions
- Therapy may result in changes in relationships or life circumstances

Telehealth Benefits & Risks

I understand that telehealth:

- May increase access and convenience
- May be affected by technical failures or interruptions
- May involve privacy and security risks
- Limits the provider's ability to intervene in emergencies in person

I agree to:

- Participate from a private, secure location



- Use secure devices and protect login information
- Not record sessions without written permission

I understand that telehealth may not be appropriate for all situations and that I may withdraw consent at any time.

Emergencies & Safety

I understand that if I am in immediate danger, I should call **911** or go to the nearest emergency room.

I agree to provide an emergency contact and to participate in creating a safety and emergency plan.

Healing Hearts Therapeutic Services can be reached at **910-584-6739** for urgent psychiatric emergencies. If no response is received within 15 minutes, I will use emergency services.

Communication Policy

- Messages are typically returned within 24 business hours
- Contact between sessions should be limited to scheduling, billing, or urgent matters
- Email/text is not guaranteed to be secure and becomes part of the clinical record
- Extended calls may be billed at the regular session rate

Records & Privacy

Clinical records are maintained in accordance with legal and ethical standards and stored securely. Only authorized staff have access.

Fees & Payment

- Session fee: **\$250 per session**, unless otherwise agreed in writing
- Payment is due at the time of service
- Fees may be reviewed periodically with advance notice
- Balances overdue may be subject to fees and collections

Insurance



Healing Hearts Therapeutic Services only accepts insurance plans with which it is credentialed. Upon request, a receipt may be provided for self-submission. I understand I am responsible for charges not covered by insurance.

Cancellations

- 24 hours' notice is required
- **Non-Medicaid clients:** \$75 no-show / late cancellation fee
- **Medicaid clients:** Not charged, but repeated no-shows may result in referral to another provider

Ending Treatment

I may end treatment at any time. If possible, a final session is encouraged. Referrals will be provided upon request.

Recording Policy

Sessions may not be recorded without written permission. The practice does not record sessions.

Consent

I acknowledge that:

- The nature, purpose, risks, and benefits of treatment and telehealth have been explained
- Confidentiality and its limits have been explained
- I have had the opportunity to ask questions
- Participation is voluntary and consent may be withdrawn at any time

If the client is a minor, I confirm that I am the parent or legal guardian and have legal authority to consent to treatment and telehealth services.

By Electronically Signing this form I understand my rights and attest that I acknowledge and give my consent for mental health treatment at Healing Hearts Therapeutic Services, PLLC.