



Ronda L Hood, IADC, LMHC
Heart and Mind Counseling
3209 Ingersoll Ave, Suite 106
Des Moines, IA 50312
Office: 515-850-1458
Cell: 515-868-9681
Fax: 515-993-3845
www.heartandmindofiowa.com

Notice of Client Rights, Treatment Expectations, and Consent to Treatment

Client Rights: Clients have the right to accessible, respectful and quality care, regardless of their age, sex, social status, economic status, ability or disability, gender identity, marriage and civil partnership, race, ethnicity, religion or belief, and sexual orientation.

Clients have the right to obtain knowledge of their therapist's credentials, training, competencies, and licensure status. This information can be found on the Heart and Mind Counseling website and licensure can be verified through the Iowa Department of Public Health.

Clients have the right to knowledge of alternative services in the community and alternative forms of treatment that are not provided by therapists at Heart and Mind Counseling. Your therapist can provide that information.

Clients have the right to make complaints and are responsible for making their complaints known to their therapist. Complaints will be given careful consideration and will be received in a respectful manner. If you feel your therapist does not appropriately address your complaint, please contact Emily Smith, LISW, or another Heart and Mind Counseling therapist, if Emily is your therapist. In the event you do not feel your concerns have been resolved, you may also contact state licensing boards to file a formal complaint.

Clients have the right to feel safe and secure in our office. Should you violate the perceived safety and security of other clients, or therapists, your treatment may be terminated. If, for any reason, you don't feel safe at our office, please notify your therapist.

Consent to Treatment: Clients have the right to consent to treatment and/or refuse treatment at any time. If the client does not have the capability to legally consent to services, they have the right to prompt explanation of services. Therapists at Heart and Mind Counseling will provide treatment that is mutually agreed upon by both the client (and/or caregivers) and the therapist.

Clients have the right to appropriate treatment for their diagnosed condition. In cases where the appropriate treatment is not available at Heart and Mind Counseling, a referral will be offered.

Clients have the right to be informed of the risks and benefits of the treatment provided to them. In addition, clients acknowledge that should they choose not to participate in recommended treatment plans, their therapist is not responsible for lack of progress towards their goals and reserves the right to terminate treatment.

Clients have the right to end therapy at any time. If you choose to discontinue treatment without discussing it with your therapist, your file will be closed after 60 days of no contact. Your file may be re-opened if you later decide to resume therapy.



Psychotherapy has both benefits and risks. Risks may include experiencing uncomfortable feelings because the process of psychotherapy may require discussing unpleasant aspects of your life. However, therapy has been shown to have benefits for individuals who undertake it. Therapy often leads to a significant reduction in feelings of distress, increased satisfaction in interpersonal relationships, greater self-awareness and insight, and resolutions of specific problems. We cannot guarantee that everyone will experience these benefits. Therapy requires a very active effort on your part. In order to be most successful, you will need to work on the things we discuss outside of your therapy session.

Confidentiality: Heart and Mind Counseling takes your right to privacy and confidentiality seriously. Clients should expect that information provided to Heart and Mind Counseling will be kept confidential. Clients may request their personal information be shared with others and Heart and Mind Counseling will obtain legal permission to do so with a release of information.

Clients' confidentiality may be broken without client permission in order to protect children and dependent adults from abuse or neglect or protect an individual or the public from harm. In addition, Heart and Mind Counseling may be ordered by the courts to release information. In such cases, we will attempt to contact the client to notify them of this order.

Client information may be discussed between Heart and Mind Counseling therapists and staff to coordinate care. Only information needed for the coordination and continuation of care will be shared.

Professional Consultation: Professional consultation is an important component of a healthy psychotherapy practice. Therapists regularly participate in clinical, ethical, and legal consultation with appropriate professionals. During such consultations, therapists will not reveal any personally identifying information regarding clients.

Email and Text Messages: Please note that personal email and text message security cannot be guaranteed. Information shared via email or text should be limited and used at your own risk. Appointment reminders will be texted prior to your appointment. Please tell your therapist if you do not want text reminders sent. Under no circumstances should email or text be used to communicate with your therapist in an emergency.

Scheduling: Therapists at Heart and Mind Counseling aim to provide timely treatment and treatment frequency based upon client need. If the client is not happy with the scheduling availability of a therapist, a referral to another therapist may be provided.

Clients are responsible for attending all scheduled appointments. We will attempt to remind you of your appointments with text reminders but it is your responsibility to come to all scheduled appointments. Should you need to cancel an appointment, we ask for at least 24 hour's notice. If you cancel with less



than a 24-hour notice or miss an appointment without notifying your therapist, we reserve the right to charge a fee. It is important that our clients keep appointments for continuity of care and respect for clients waiting for appointment times.

Heart and Mind Counseling therapists may choose to terminate services in the event that the client fails to show for an appointment or makes last minute cancellations.

Payment: Clients are responsible for payment of services. Heart and Mind Counseling accepts many types of insurance, but clients are ultimately responsible for copays, deductibles, and any fees that are not covered by their insurance plan. If you are unable to pay for services, we will provide you with an appropriate referral.

Clients are expected to pay their copays and deductibles at the time of service. We accept cash, checks, or credit card payments. A fee of \$25 will be billed in the case of a returned check.

Authorized release of information and benefits assignments for insurance claims: Should the client decide to use insurance to pay for therapy sessions, client diagnosis and treatment information will be shared with insurance providers in order to obtain payment for services provided. We will submit claims on our clients' behalf to insurance companies using HIPAA compliant resources. Should a client wish to prevent the sharing of information between Heart and Mind Counseling and their insurance company, they may choose to pay full fee for services and not bill their insurance providers.

Children in the Waiting Room: Children 12 and under are not allowed to wait in the waiting room without adult supervision.

Hours of Operation: Heart and Mind Counseling is an affiliation of independent therapists. Therapists set their own hours of operation. Please check with your therapist to find out when they see clients.

Emergencies: Your therapist can be reached during their scheduled business hours. Generally, voice messages will be checked once daily during business hours. We will make every attempt to return calls within 24-48 business hours after receipt of a message. If you are in crisis, or you or someone else is in imminent risk of harm, please go to the nearest emergency room, crisis stabilization center, or dial 911.
