



# Forever Hope Counseling & Educational Services, LLC

Stone Oak Location  
1162 E. Sonterra Blvd, Ste 130  
San Antonio, Texas 78258

Boerne  
108 Oak Park  
Boerne, TX 78006

## **AGREEMENT AND CONSENT FORM**

### **Counseling Expectations:**

Our goal is to partner with our clients in achieving their goals. Clients begin services weekly basis. After your needs are improving, the frequency of your appointments are scheduled on a bi-weekly basis. During the final stages of your treatment or therapy, your sessions will be scheduled to monthly sessions.

**Minors:**  
Family or parent sessions are scheduled every **5th** session or as frequently as necessary. A responsible adult must be present to speak to the therapist at the end of each session. Parent sessions are a time to share updates, gain strategies and skills provided by your therapist and it provides a time for you to provide feedback.

**Please inform our office of any changes in child custody.**

### **Counseling Services:**

*All payments are due and payable **BEFORE** your session begins. Your primary payment method on file will be charged unless you inform the office in advance that you prefer to pay by check or cash.*

<i>New Consultation -</i>	\$250 with a Licensed Professional	\$150 with a LPC-Associate
<i>Counseling Sessions -</i>	\$140-\$150 with a Licensed Professional	\$100 with a LPC-Associate
	\$250 with our Clinical Director	
<i>Crisis Sessions -</i>	\$220-\$225 with a Licensed Professional	\$150 with a LPC-Associate
	\$375 with our Clinical Director	

**We are happy to complete forms or letters for you at the clinician's full rate.**

**Session overages are charged \$50 per every 15 minutes.**

There is a **\$50 returned check fee** for any payment returned by your bank. **Initials**        /       

### **Late Cancellations/Missed appointments:**

We often have many patients who are waiting to be seen by our providers. If a patient does not provide a timely notice that they will not be able to attend their scheduled appointment, we will not have time to schedule another patient that is waiting to be seen. For this reason, our office **requires a 24-hour notice** prior to canceling or rescheduling an appointment.

To avoid a **full session charge** for a late cancellation or missed appointment, please contact us 24 hours before the scheduled session. **Initials**        /



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## **Psychoeducational Testing:**

\$3,300 (*This cost may not be reimbursed by your insurance provider*)

ADHD, Autism Spectrum Disorder, Dyslexia, Learning Disabilities

Testing fee covers 4-6 hours of testing, testing results session, 504 Plan/IEP, advocacy campus visit, & test report with diagnosis (when applicable), along with clinical & educational recommendations.

## **Records and Confidentiality:**

Your mental health record is accessible to you within 10 business days of your written request.

A fee of **\$45.00** will be charged for the first 25 pages of the record and additional pages will be at a rate of **\$1.00 per page.** **Initials** \_\_\_\_\_ / \_\_\_\_\_

## **Court attendance and testimonies:**

We are not trained custody counselors nor are we expert witnesses.

However, if you chose to engage us in a legal matter, **there is a non-refundable retainer fee of \$2,500 due at the time the subpoena is received by FHC.** The retainer is used for a court appearance (\$250/hr) to block out time to attend and prepare for your court date - whether we are called on the stand or not or the court case is cancelled.

If the amount of time in court surpasses the single day appearance covered by the prepaid retainer, you will be charged at the agreed upon \$250/hourly rate. Additional time spent preparing for ANY attorney's requests including but not limited to: preparing the release of client records, any notarization costs, interviews, responding to ANY attorney's emails or phone calls at the **\$250 hourly rate.**

**Additionally, if a subpoena is issued to our company for ANY legal matter, you agree to accept and assume financial responsibility for the payment of the \$2,500 retainer fee and your primary payment method will be charged at the time we receive the subpoena.** **Initials** \_\_\_\_\_ / \_\_\_\_\_

## **Electronic Communication:**

We are committed to providing a safe, nonjudgmental, and confidential therapeutic environment for you and your family. Please be aware that all communication via email, text messages, and other electronic means limit your privacy and will increase the chances of your personal information being shared with others.

OUR CLINICIANS DO NOT COMMUNICATE BY TEXT OR EMAIL. **Initials** \_\_\_\_\_ / \_\_\_\_\_



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Although our sessions may be very delicate in nature, both emotionally and psychologically, please keep in mind our relationship is professional rather than personal. Please use your best judgement and reserve all calls for times you are unable to wait until your next session.

If you would like to speak with your therapist before your next **scheduled** session, please contact the office to set up a telehealth (phone/ZOOM) or in-person session (normal session rate applies). **Initials** \_\_\_\_/\_\_\_\_

### **Termination of Services:**

You may choose to end our counseling relationship at any point for any reason. We will be respectful of your decision to end our counseling relationship.

If you **miss/cancel 3 consecutive sessions**, the therapist reserves the right to remove you from their schedule to offer their services to another family. You may be given a referral for a therapist available outside of our practice.

*Thank you for choosing to begin your care at Forever Hope Counseling & Educational Services, LLC....*

\_\_\_\_\_  
**Client Signature / Legal Guardian**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Client Signature / Legal Guardian**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Intake Clinician**

\_\_\_\_\_  
**Date**

### **NOTICE TO CLIENTS**

*The Texas Behavioral Health Executive Council investigates and prosecutes professional misconduct committed by marriage and family therapists, professional counselors, psychologists, psychological associates, social workers, and licensed specialists in school psychology.*

*Although not every complaint against or dispute with a licensee involves professional misconduct, the Executive Council will provide you with information about how to file a complaint. Please call 1-800-821-3205 for more information.*



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## LIMITS OF CONFIDENTIALITY

Contents of all therapy sessions are considered to be confidential. Both verbal information and written records about a client cannot be shared with another party without the written consent of the client or the client's legal guardian.

Noted exceptions are as follows:

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### **Duty to Warn and Protect**

When a client discloses intentions or a plan to harm another person, the mental health professional is required to warn the intended victim and report this information to legal authorities. In cases in which the client discloses or implies a plan for suicide, the health care professional is required to notify legal authorities and make reasonable attempts to notify the family of the client.

### **Abuse of Children and Vulnerable Adults**

If a client states or suggests that he or she is abusing a child (or vulnerable adult) or has recently abused a client (or vulnerable adult), or a child (or vulnerable adult) is in danger of abuse, the mental health professional is required to report this information to the appropriate social service and/or legal authorities.

### **Prenatal Exposure to Controlled Substances**

Mental Health care professionals are required to report admitted prenatal exposure to controlled substances that are potentially harmful.

### **Minors/Guardianship**

Parents or legal guardians of non-emancipated minor clients have the right to access the clients' records.

*I agree to the above limits of confidentiality and understand their meanings and ramifications.*

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Client Signature (Client's Parent/Guardian if under 18)

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Today's Date



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## **HIPAA NOTICE OF PRIVACY PRACTICES**

THIS NOTICE DESCRIBES HOW MEDICAL/MENTAL HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

PLEASE REVIEW IT CAREFULLY.

**Effective date: July 8, 2014**

Forever Hope Counseling & Educational Services, LLC will only release information in accordance with state and federal laws and the ethics of the counseling profession.

This notice describes Forever Hope Counseling & Educational Services, LLC's policies related to the use and disclosure of the client's healthcare information. **Use and disclosure of protected health information for the purposes of providing services.** Providing treatment services, collecting payment, and conducting healthcare operations are necessary activities for quality care. State and federal laws allow us to use and disclose your health information for these purposes.

### **TREATMENT:**

- Provide, manage, coordinate care with other healthcare professionals.
    - o You have the right to revoke or cancel this authorization at any time, except: (a) to the extent information has already been shared based on this authorization; or (b) this authorization was obtained as a condition of obtaining insurance coverage. To revoke or cancel this authorization, you must submit your request in writing to your mental health professional and your insurance company, if applicable.
1. Once the information about you leaves this office according to the terms of this authorization, this office has no control over how it will be used by the recipient. You need to be aware that at that point your information may no longer be protected by HIPAA.
  2. ***Special Instructions for completing the authorization for the use and disclosure of Psychotherapy Notes.*** HIPAA provides special protections to certain medical records known as "Psychotherapy Notes". All Psychotherapy Notes recorded on any medium (i.e., paper, electronic) by a mental health professional (such as a psychologist or a psychiatrist) must be kept by the author and filed separate from the rest of the client's medical records to maintain a higher standard of protection. "Psychotherapy Notes" are defined under HIPAA as notes recorded by a health care provider who is a mental health professional documenting or analyzing the contents of conversation during a private counseling session or a group, joint, or family counseling session and are separate the rest of the individual's medical records. Excluded from "Psychotherapy Notes" definition are the following: (a) medication prescription and monitoring, (b) counseling session start and stop times, (c) the modalities and frequencies of treatment furnished, (d) the results of clinical tests, and (e) any summary of: diagnosis, functional status, the treatment plan, symptoms, prognosis, and progress to date.

My signature indicates I understand HIPAA Authorizations and a separate mental health information disclosure form must be signed to grant permission to discuss protected client information.

Client Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



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## Debit/Credit Card Authorization Form

**Forever Hope Counseling requires a credit card on file to secure services with our therapists. Please inform the front desk before your sessions begin if you have a preference to pay with cash or check.**

Name on the card: \_\_\_\_\_

Type of card:    \_\_\_ Visa    \_\_\_ Mastercard    \_\_\_ Discover    \_\_\_ Amex

Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Security Code: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email address: \_\_\_\_\_

By signing this form, you authorize **FOREVER HOPE COUNSELING & EDUCATIONAL SERVICES, LLC** to charge this card for clinical, academic, or behavioral services provided for – (client name) \_\_\_\_\_.

*This card will be charged for any fees related to these services such as: missed appointments or same-day cancellations. In the event your card is declined, you agree to offer an alternative credit card or pay cash or check.*

**We are unable to schedule appointments with your therapist if there is a balance on your account.**

Cardholder signature : \_\_\_\_\_ Date: \_\_\_\_\_



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## Informed Consent for Teletherapy Services

The following information is provided to clients who are seeking Teletherapy services. This document covers your rights, risks and benefits associated with receiving services, my policies, and your authorization. Please read this document carefully, note any questions you would like to discuss before you agree to sign.

### Teletherapy Services Defined:

Teletherapy Services means the remote delivering of any form of counseling services via technology-assisted media. This includes a wide array of clinical services and various forms of technology that include, but is not limited to, video, internet, a smartphone, tablet, PC desktop system or other electronic means. The delivery method must be secured by two-way encryption to be considered secure. Synchronous (at the same time) secure video conferencing is the preferred method of service delivery.

### Limitations of Teletherapy Services:

While Teletherapy Services offer several advantages such as convenience and flexibility, it is an alternative form of therapy, or adjunct to therapy, and thus may involve disadvantages and limitations. *For example, there may be a disruption to the service (e.g. phone gets cut off or video drops).* This can be frustrating and interrupt the normal flow of personal interaction.

Primarily, there is a risk of misunderstanding one another when communication lacks visual or auditory cues. *For example, if video quality is lacking for some reason, your counselor might not see various details such as facial expressions. Or if audio quality is lacking, they might not hear differences in your tone of voice that they could easily pick up if you were in their office.*

**Interactive Video, Electronic Medical Record, Secure Email for Documents: Forever Hope Counseling uses ZOOM for interactive video, which complies with HIPAA standards requiring 256-bit AES encryption.**

### Client Responsibilities for Teletherapy Services:

1. The virtual sessions can only be conducted while the client is within the state of **TEXAS**.
2. The virtual sessions must be conducted on a Wi-Fi or ethernet (not mobile) network for the best connections and to minimize disruption.
3. Only communicate through a device that you know is safe and technologically secure (e.g. has a firewall, anti-virus software installed, is password protected, not accessing the internet through a public wireless network, etc.) Do not use "auto-remember" names and passwords.
4. If you conduct a Teletherapy session at your place of employment, make sure you have checked your company's policy before using a work computer for personal communication.
5. As the client, you are responsible for finding a private, quiet location where the sessions may be conducted.
6. Sessions are not able to take place if other individuals are present in your location.
7. Your therapist is required to verify your identity and location at the start of each session.



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## **In Case of Technology Failure:**

Teletherapy sessions could encounter a technological failure. Difficulties with hardware, software, equipment, and/or services supplied by a 3rd party may result in service interruptions. ***If something occurs to prevent or disrupt any scheduled appointment due to technical complications and the session cannot be completed via online video conferencing, PLEASE call the office at (210) 490-9062.*** You must have access to the phone that your therapist has so you can be reached. In addition, your session may need to be rescheduled, if there are problems with connectivity.

## **I AGREE TO THE FOLLOWING (initials):**

\_\_\_\_\_ **I agree to take full responsibility for the security of any communications or treatment on my own computer or electronic device and in my own physical location.** I understand I am solely responsible for maintaining the strict confidentiality of my user ID, password, and/or connectivity link. I shall not allow another person to use my user ID or connectivity link to access services. I also understand that I am responsible for using this technology in a secure and private location so that others cannot hear my conversations.

\_\_\_\_\_ **I understand that there will be no recording of any of the online sessions and that all information disclosed within sessions and the written records pertaining to those sessions are confidential and may not be revealed to anyone without my written permission, except where disclosure is required by law.**

## **Consent for Teletherapy Services Treatment:**

\_\_\_\_\_ **I voluntarily agree to receive online therapy, parent, couples or family therapy services including an assessment, continued care, treatment, and/or other services and furthermore authorize FOREVER HOPE COUNSELING & EDUCATIONAL SERVICES, LLC to provide such care, treatment or services as are considered necessary and advisable. I understand and agree that I will participate in the planning of my care, treatment, or services and that I may withdraw consent for such care, treatment, or services that I receive at any time. By signing this Informed Consent, I, the undersigned client, acknowledge that I have both read and understood all the terms and information contained herein. Ample opportunity has been offered to me to ask questions and seek clarification of anything unclear to me.**

\_\_\_\_\_ Date \_\_\_\_\_  
Patient/Client Signature

\_\_\_\_\_  
Parent/Guardian/Legal Representative Signature  
(if minor or needed otherwise)





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## CHILD INTAKE FORM (MINORS)

*Please provide the following for your child. Please note this information is treated as confidential.  
It is important that you are as accurate and truthful as possible. Thank you.*

Today's Date: \_\_\_\_\_ Referred by: \_\_\_\_\_

Main area(s) of concern: \_\_\_\_\_

Child's Name: \_\_\_\_\_ Age: \_\_\_\_\_ DOB: \_\_\_\_\_

Address (where child lives): \_\_\_\_\_

Who does the child live with?:

\_\_\_ mother \_\_\_ father \_\_\_ both \_\_\_ step-mother \_\_\_ step-father

Do you have the right to bring your child in for counseling? \_\_\_ Yes \_\_\_ No

### PARENT/GUARDIAN INFORMATION:

Name: \_\_\_\_\_ Cell #: \_\_\_\_\_

Specify if: \_\_\_ biological \_\_\_ step \_\_\_ guardian \_\_\_ adoptive

Occupation: \_\_\_\_\_ Work #: \_\_\_\_\_

Address (if different from above): \_\_\_\_\_

Name: \_\_\_\_\_ Cell #: \_\_\_\_\_

Specify if: \_\_\_ biological \_\_\_ step \_\_\_ guardian \_\_\_ adoptive

Occupation: \_\_\_\_\_ Work #: \_\_\_\_\_

Address (if different from above): \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Cell #: \_\_\_\_\_

Relationship to client: \_\_\_\_\_

May we communicate through email? \_\_\_ Yes \_\_\_ No

If yes, please list your email: \_\_\_\_\_



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Please list all names and ages of people living in your home:

_____	_____	_____
_____	_____	_____
_____	_____	_____

### MEDICAL BACKGROUND:

Who is your child's Pediatrician?: \_\_\_\_\_

Date of last visit: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_

1. Has your child ever received any type of mental health services? (psychotherapy, counseling, medication, psychiatric services)?  Yes  No

If **YES**, please specify: \_\_\_\_\_

Previous therapist's name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

2. Was previous counseling was successful? \_\_\_\_\_

3. Is your child currently taking any medications?  Yes  No

*If yes, please list medication(s) and milligram(s):*

_____	_____	_____
_____	_____	_____

4. About how long has your child been on these medications? \_\_\_\_\_

5. Prescribing Physician's name & number: \_\_\_\_\_

6. Does your child complain of pains, stomach aches, headaches, tiredness?:  Yes  No

If **YES**, please specify: \_\_\_\_\_

\_\_\_\_\_

Childhood Illnesses:  Yes  No Please list: \_\_\_\_\_

Allergies:  Yes  No Please list: \_\_\_\_\_

Injuries:  Yes  No Please list: \_\_\_\_\_



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## **DEVELOPMENTAL MILESTONES:**

*(To the best of your memory, please estimate when your child reached these milestones.)*

1. Eating: \_\_\_ bottle fed or \_\_\_ breast fed

2. Sat up at: \_\_\_\_\_

3. Sleeping habits: \_\_\_\_\_

4. Crawled at: \_\_\_\_\_

5. Walked at: \_\_\_\_\_

6. Smiled at: \_\_\_\_\_

7. Used complete sentences: \_\_\_\_\_

8. Learned to ride a bike: \_\_\_\_\_

## **PREGNANCY:**

Is this child your: \_\_\_ biological child \_\_\_ adopted child \_\_\_ foster child

Was your child a planned pregnancy? \_\_\_ Yes \_\_\_ No

Weeks of gestation: \_\_\_\_\_ Natural or C-Section? \_\_\_\_\_

Please list any delivery complications: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



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## Biological Family Mental Health History:

*(Please include yourself and distant relatives – mark relevant boxes with an ‘X’)*

CONDITION	YES	NO
ADHD		
Alcohol/Substance Abuse		
Anxiety		
Autism Spectrum		
Bipolar Disorder		
Depression		
Developmental Delays		
Eating Disorders		
Obsessive Compulsive Disorder		
Schizophrenia, Schizoaffective		
Suicide/suicide attempts		
Odd/Bizarre behaviors		
Other: _____		

Describe your child’s –

Sleep routine: \_\_\_\_\_

Eating habits: \_\_\_\_\_

## EDUCATION BACKGROUND:

1. What school is your child attending?: \_\_\_\_\_ Grade: \_\_\_\_\_

2. Has your child ever had to repeat a grade? \_\_\_\_ Yes \_\_\_\_ No

If **YES**, please specify: \_\_\_\_\_

3. Has your child ever been suspended or expelled from school? \_\_\_\_ Yes \_\_\_\_ No

If **YES**, please specify: \_\_\_\_\_



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4. Does your child currently have an IEP or 504 from his/her school?  Yes  No

5. Please inform us of your child's schooling history:

School Level	Name of School	Grade(s) Attended
Day Care		
Elementary School		
Middle School		
High School		

### PLEASE CHECK ANY OF THE FOLLOWING RELATED SERVICES:

IEP     504     SPEECH     OT     PT

### SOCIAL AND PEER DEVELOPMENT SKILLS:

1. Is your child struggling academically, behaviorally, or socially in school?:  Yes  No

If **YES**, please specify: \_\_\_\_\_

2. On average how long does it take your child to finish homework?: \_\_\_\_\_

3. Does your child play video games?  Yes  No

What game ratings do you allow your child to play?: \_\_\_\_\_

4. Does your child engage with social media?  Yes  No

Which social media websites?: \_\_\_\_\_

5. Does your child spend time outdoors?: \_\_\_\_\_

6. How much time does your child spend on electronics in a week? \_\_\_\_\_ hours.

7. Does your child struggle with limits & boundaries?  Yes  No

If **YES**, please specify: \_\_\_\_\_



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8. Does your child use the internet without supervision?:  Yes  No

9. What safeguards are you taking regarding explicit exposures via internet ?:

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10. What chores and responsibilities does your child have at home? \_\_\_\_\_

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11. How many close friends does you say your child have?: \_\_\_\_\_

12. Does your child have difficulty making friends?  Yes  No

13. Does your child have difficulty communicating or socializing with others?: \_\_\_\_\_

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14. Is he or she heavily interested in a particular topic or activity?: \_\_\_\_\_

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15. Does your child seem to enjoy things other children their age enjoy?:  Yes  No

16. Does your child have repetitive behaviors or rituals they focus on daily?  Yes  No

If **YES**, please specify: \_\_\_\_\_

17. Does your child struggle with understanding social cues?  Yes  No

If **YES**, please specify: \_\_\_\_\_

18. Has your child ever imposed self-injury?  No  Yes

19. Has your child ever experienced:  Suicidal Thinking  Hallucinations

Drug/Alcohol Abuse  Bullying

## **PARENTING:**

1. In a few sentences, please describe your relationship with your child:

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2. What are your methods of discipline regarding your child?

grounding  spanking  lectures  yelling  take away privileges  ignoring  
 natural consequences  other: \_\_\_\_\_

3. Are you open and willing to learn new and effective strategies in handling difficult behaviors?

Yes  No

4. Has your child ever mistreated animals?  Yes  No

If yes, please explain: \_\_\_\_\_

6. What is your family's faith or spiritual belief?: \_\_\_\_\_

7. Would you like prayer to be incorporated in your child's sessions?

Yes  No  I don't know

8. What do you do well as a parent?: \_\_\_\_\_

9. What support would you like as a parent?: \_\_\_\_\_

10. What do you consider to be your child's strengths?: \_\_\_\_\_

11. What does your child need help with in their development?: \_\_\_\_\_



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11. Please list any significant life changes or stressful events that have occurred in the past two years such as: marriage, divorce, new baby, financial instability, domestic violence, moving locations, new school, loss, etc...:

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12. Do you own any weapons?  Yes  No

If **YES**, please specify: \_\_\_\_\_

13. If you have weapons in the home how do you keep them safe from minors in the home?: \_\_\_\_\_

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## **ABUSE:**

1. Has your child experienced abuse or neglect?:  physical abuse  sexual abuse  verbal abuse  
 I don't know

Please explain: \_\_\_\_\_

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2. What would you like your child to gain from therapy or what areas would you like to be addressed in sessions?

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Please explain any other details you would like to share:

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