



# 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***

Forever Hope clinicians attend weekly clinical staff meetings to review, discuss and participate in team collaborations and case conceptualizations to better assist you.

### **Counseling Expectations:**

Our 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:**

Parent sessions are considered a form of counseling. These parent sessions are a time to share updates with your therapist and it provides a time for your therapist to provide feedback. Family or parent appointments are scheduled every 5<sup>th</sup> session or as frequently as necessary. Parents are discouraged from “dropping off their children” for sessions. A responsible adult must be present to speak to the therapist should the therapist need to speak to you. **Please inform our office of any changes in child custody.**

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

### **Counseling Services:**

Consultations -	\$250 (Licensed Professionals)	\$150 (Associates)
Counseling Sessions -	\$100 with an Associate	
	\$130-\$135 with a Licensed Professional	
	\$225 with our Clinical Director	

Crisis sessions are an additional \$75 (Licensed Professionals) and an additional \$60 (Associates).

**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 over the 50-minute session time.**

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

### **Educational services:**

\$225/hr (This advocacy service is provided by our Clinical Director who is a Licensed Professional Counselor Supervisor, Certified School Counselor and Texas Special Education Teacher)

### **Psychoeducational Testing:**

\$2500 (testing charges are subject to change— please call the office for current rates at the time of scheduling for testing) - **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)



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## **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 retainer fee of \$2,000 due at the time the subpoena is received by FHC. This retainer includes travel time for the clinician to drive to the courthouse location. Whether we are called on the stand or not, the retainer is used for a court appearance (\$250/hr) to block out time to attend and prepare for your court date.

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.

Clients are responsible for their attorney fees and costs incurred as a result of the legal action. **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 \$2,000 retainer fee at the time we receive the subpoena. **Initials** \_\_\_\_\_/\_\_\_\_\_

## **Records and Confidentiality:**

Your mental health record is accessible to you upon 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.**

If one member of the couple or one of the parents or guardians request a copy of the record, the other legal guardian or spouse will also be offered a copy of the record at the same cost of \$45.00 for the first 25 pages and \$1.00 for each additional page. **Initials** \_\_\_\_\_/\_\_\_\_\_

When a request is made directly from a government agency for a record, there is NO charge. **Initials** \_\_\_\_\_/\_\_\_\_\_

## **Cancellations or Missed Appointments:**

We require a 24-hour cancellation notice of your appointment. **You will be charged a FULL rate for any same day cancellation or missed appointment.** Please call us 24 hours prior to your appointment at 210-490-9062 if you need to reschedule or cancel your session. **Same day cancellation charges include: absences due to same day illnesses, doctor appointments, vacations, extracurricular activities and other unavoidable obligations.** **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.



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**Our clinicians DO NOT communicate by phone, text or email.** 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.

## 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, you will be removed from the schedule and you will be given a referral for a therapist available outside of our practice.**

*By signing below, you agree and understand all costs and fees associated with the services we will be providing to you or your family. In addition, you are stating that your questions have been answered to your satisfaction.*

*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

\_\_\_\_\_  
Therapist Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Clinical Director/Sandra Salazar, NCC, LPC-S

\_\_\_\_\_  
Date



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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  MC  Discover

*\*American Express is not accepted*

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

Expiration Date \_\_\_\_\_

Security Code \_\_\_\_\_

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

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

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

E-mail 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**

\_\_\_\_\_. This card will be charged for any fees related to services, such as: missed appointments or same day cancellations. If in the event your credit card is declined, or is not accepted by our credit card system, you agree to use an alternative credit card or to pay by cash or check until we have found a solution to your original preferred bank card.

**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.*

Additionally, your therapist's office decreases the likelihood of interruptions. However, there are ways to minimize interruptions and maximize privacy and effectiveness. Your therapist will take every precaution to ensure technologically secure and environmentally private sessions.

**Interactive Video, Electronic Medical Record, Secure Email for Documents: *Forever Hope Counseling* uses JITUZU and or 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)

### **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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## COUPLES/RELATIONSHIP INTAKE FORM

*Please note this information is treated as confidential. It is important that you are as accurate and truthful as possible. Thank you.*

***\*Each individual must fill out their own intake\****

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

Main area of concern: \_\_\_\_\_

Client Name: \_\_\_\_\_ Age: \_\_\_\_\_ DOB: \_\_\_\_\_

Address: \_\_\_\_\_ Cell #: \_\_\_\_\_

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

Highest level of education: \_\_\_\_\_

Marital status:  Single  Divorced  Remarried  Married  Widowed  Separated

### Spouse's Information

Spouse's Name: \_\_\_\_\_ Age: \_\_\_\_\_ Cell #: \_\_\_\_\_

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

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

Highest level of education: \_\_\_\_\_

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

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

May we communicate through email?  Yes  No

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

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

_____	_____	_____
_____	_____	_____
_____	_____	_____



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Are there currently 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 job...?

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Have you ever received counseling or psychiatric medications? \_\_\_ Yes \_\_\_ No

Please list any prescription medications (include milligram amount) that you are currently taking:

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Previous Diagnosis: \_\_\_\_\_

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

Previous therapist's phone number: \_\_\_\_\_

Prescribing physician's phone and address: \_\_\_\_\_

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## MEDICAL BACKGROUND:

How would you rate your current physical health?: \_\_\_ poor \_\_\_ fair \_\_\_ good \_\_\_ excellent

How often do you exercise? \_\_\_ none \_\_\_ 1-2 times a week \_\_\_ 3 or more times a week

How many hours of sleep do you get on most nights? \_\_\_\_\_

Have you had a loss in appetite? \_\_\_ Yes \_\_\_ No

If yes, please specify: \_\_\_\_\_



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1. Are you experiencing grief, sadness, or depression?  Yes  No

If yes, please specify: \_\_\_\_\_

2. Are you experiencing anxiety, panic, or phobias?:  Yes  No

If yes, please specify: \_\_\_\_\_

3. Are you experiencing acute / chronic pain?:  Yes  No

If yes, please specify: \_\_\_\_\_

4. Do you have any sexual concerns regarding your health, happiness, or satisfaction?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Please explain any details related to your physical health history:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Relationship Description:

Married

Divorced

Separated

Widow/Widower

Dating

Living together

Living separately

How long have you been in this current relationship?: \_\_\_\_\_

What is your level of commitment to this relationship?:

Least \_\_\_\_\_ 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 Most



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Why is your current relationship important to you?

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What are the concerns that brought you here today?

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What concerns do you have with your current relationship?

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**Frequency of arguments:**

Rarely (less than 1 time/month) \_\_\_\_ 1 \_\_\_\_ 2 \_\_\_\_ 3 \_\_\_\_ 4 \_\_\_\_ 5 Very often (almost daily)

Please list the strengths of your relationship:

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How do you respond to conflict in your relationship?

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Names & Age(s) of children:

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1. Do you/your spouse or significant other/family have traditions/ceremonies that you practice?  
(ex: birthday parties, holiday gatherings, etc.):

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2. Have you been in counseling/therapy previously? (If yes, for what issue(s), for how long, results?):

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3. What worked well in addressing your concerns at that time?

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4. Were there aspects of therapy that did not seem effective for you?

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5. What are your suggested goals in counseling?

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6. Is there substance abuse by you and/or your spouse or significant other?

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7. Is there physical, emotional, verbal abuse in the relationship? With children?

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8. Have either you or your spouse or significant other discussed separation or divorce?

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9. Have either you or your spouse or significant other consulted a lawyer?

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10. Is there an ongoing affair? \_\_\_\_\_

11. Past affairs? \_\_\_\_\_



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12. How much time do you and your spouse or significant other have to spend together?

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13. Are you able in a stable, satisfying job?

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14. Are you able to financially afford your current lifestyle?

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15. Do you consider yourself spiritual or religious?

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16. Do you own any weapons? If YES, please specify:

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17. If you have weapons in the home how do you keep them safe from children?

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18. Do you have an extended family/friends support system?

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19. Does your spouse or significant other have an extended family/friends support system?

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20. What other information would you like to share?

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21. What are some of your views, beliefs, and values regarding sexual intimacy?

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22. Are you willing to discuss, review, and perhaps challenge your current understanding of marital and/or family communication and self-awareness?

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***We are glad you are here! We look forward to accompanying you along this journey of marital/relationship enhancement!***