

## **Information for New Clients**

Effective communication between client and therapist is an important part of the therapy process. The following information covers many of the questions that may arise about therapy and includes a listing of the client's rights and responsibilities. Any questions you may have that are not covered in this notice should be brought to the attention of The ITM Group and Associates.

### **1. Client Rights**

The following is not a list of legal rights, but rather is a statement of what you can reasonably expect from The ITM Group and our Clinicians. As a client receiving treatment at our office you are entitled to:

- Be treated with dignity, courtesy, and respect.
- Ask questions relevant to your care.
- Know when your clinician is available to see you, or if not, how long the waiting period would be.
- Be informed about areas of specialization and limitations.
- Ask questions about written materials regarding your treatment.
- Actively participate in developing your treatment goals.
- Be informed regarding fees for treatment and method of payment, including insurance reimbursements.
- Discuss aspects of your treatment with others, including consulting with another clinician.
- Request that a written report regarding services rendered to a qualified professional, or organization upon your written authorization.
- Request information about the code of ethics to which The ITM Group and our Clinicians adheres.
- Terminate therapy at any time.
- Confidential communication in accordance with state and federal law, and best practices of the profession (A copy of our *Notice of Privacy Practices* is kept in the waiting area).

### **2. Emergency Procedures**

During after hours or weekends if you have an emergency or a life threatening situation:

You can call the Alachua County Crisis Center- Phone-352-264-6785  
Or dial 911

### **3. Treatment Methods**

Counseling sessions are generally 50 minutes in length. The frequency of sessions and the length of your treatment are aspects of therapy that you and your clinician will decide together, based on your individual treatment needs and progress. Generally, various modalities of treatment are utilized for different problems. Please ask, if you have any questions about the nature of your treatment.

### **4. Dissatisfaction with Treatment**

Sometimes a client will not obtain the desired results or goals from therapy in the time period expected. This can result in frustration and dissatisfaction. During the process of therapy, emotional distress can arise as difficult issues are processed. If you become concerned about increased emotional distress or lack of progress, please discuss this with your clinician. If your concerns are not resolved, and adequate progress is not being made or if it becomes apparent that your clinician is not a good "fit" with you, your clinician may either make a referral for more specialized care, or discontinue therapy and assist with a referral to an appropriate therapist, health care professional, or treatment program.

You may frequently have questions for our support staff. Sindy Velez manages the front desk, and is often the person who schedules appointments and checks insurance benefits. It is often helpful to settle your account and ask any questions related to insurance or billing just prior to seeing your clinician. Front desk staff will schedule follow up appointments as you leave the office. If there is already someone being served at the front desk, please wait in the waiting room to be served; this allows us to maintain a greater degree of confidentiality. As a service to you, the staff will usually call you the day before your appointment as a reminder, however if they cannot call, it remains your responsibility to remember your appointment. We will send you a monthly statement for your records. If you would rather that we not send a statement to a particular address, or call you at a particular number, please inform us. We have forms available, in order to document these requests.

The staff is committed to providing you with care that is helpful. The ITM Group and our clinicians pursue excellence in a variety of clinical treatments. The ITM Group and our clinicians provide individual therapy with a wide population, and perform psychological evaluations. The ITM Group practices in a setting that includes many clinicians, therefore allowing easy referral to a professional that will likely meet your needs. We welcome any suggestions you may have about how we might improve the quality of services we provide.