

This form is called a Consent for Services (the "Consent") and Disclosure Statement

Please read and sign this Consent before you start therapy.

This is a legally required document about psychotherapy, and also hopefully provides valuable information regarding expectations and commitment to make you feel more comfortable.

## WELCOME

Thank you for choosing my practice. I honor your trust, and appreciate the opportunity to help you, your child, your adolescent, and your family. My practice is run without an assistant, but we do use a billing service.

I will do my utmost to return your call/message within 24-48 hours. You may always leave a message on my cell phone, text me, or email me. I often check messages throughout the day, evening and night. Please remember that it is not a secure line, but you may email me to [sylvia@reconnectingtherapies.com](mailto:sylvia@reconnectingtherapies.com) as it is HIPPA secure.

In case of emergency, please call your medical doctor or go to the nearest emergency room, and also notify me.

## THE THERAPY PROCESS

Therapy is a collaborative process where you and your Provider will work together on equal footing to achieve goals that you define. This means that you will follow a defined process supported by scientific evidence, where you and your Provider have specific rights and responsibilities. Therapy generally shows positive outcomes for individuals who follow the process. Better outcomes are often associated with a good relationship between a client and their Provider. To foster the best possible relationship, it is important you understand as much about the process before deciding to commit.

Therapy begins with the intake process. First, you will review your Provider's policies and procedures, talk about fees, identify emergency contacts, and decide if you want health insurance to pay your fees depending on your plan's benefits. Second, you will discuss what to expect during therapy, including the type of therapy, the length of treatment, and the risks and benefits. If your Provider is practicing under the supervision of another professional, your Provider will tell you about their supervision and the name of the supervising professional. Third, you will form a treatment plan, including the type of therapy, how often you will attend therapy, your short- and long-term goals, and the steps you will take to achieve them. Over time, you and your Provider may edit your treatment plan to be sure it describes your goals and steps you need to take. After intake, you will attend regular therapy sessions at your Provider's office or through video, called telehealth. Participation in therapy is voluntary - you can stop at any time. At some point, you will achieve your goals. At this time, you will review your progress, identify supports that will help you maintain your progress, and discuss how to return to therapy if you need it in the future.

An appointment is a commitment to our work. We agree to be on time, however, if I am unable to start on time, I ask your understanding. In an effort to provide the best therapy, it might be beneficial to finish and process a thought or concern. I will provide the same benefit to you. Appointments are usually scheduled on the hour or half hour. Most sessions run 50-55 minutes in length, unless we agree on a shorter or longer time.

There may be naturally occurring vacations or interruptions; however, if you decide to end therapy before we have mutually agreed that your goals have been met, I would appreciate you informing me of your decision. My intention is that our relationship is empowering, therapeutic and helpful. If you feel it is not, please let me know either in session or in writing, so we can make appropriate changes.

#### IN-PERSON VISITS & SARS-CoV-2 ("COVID-19")

When guidance from public health authorities allows and your Provider offers, you can meet in-person. If you attend therapy in-person, you understand:

- You can only attend if you are symptom-free (For symptoms, see the often updated websites by the CDC and <https://covid19.colorado.gov>)
- If you are experiencing symptoms, you can switch to a telehealth appointment or cancel. If you need to cancel, you will not be charged a late cancellation fee.
- You must follow all safety protocols established by the practice, including:
  - Following the check-in procedure;
  - Washing or sanitizing your hands upon entering the practice;
  - Adhering to appropriate social distancing measures;
  - Wearing a mask in the common areas, and possibly in the office
- Telling your Provider if you have a high risk of exposure to COVID-19, such as through school, work, or commuting; and
- Telling your Provider if you or someone in your home tests positive for COVID-19.
- Your Provider may be mandated to report to public health authorities if you have been in the office and have tested positive for infection. If so, your Provider may make the report without your permission, but will only share necessary information. Your Provider will never share details about your visit. Because the COVID-19 pandemic is ongoing, your ability to meet in person could change with minimal or no notice. By signing this Consent, you understand that you could be exposed to COVID-19 if you attend in-person sessions. If a member of the practice tests positive for COVID-19, you will be notified. If you have any questions, or if you want a copy of this policy, please ask.

#### TELEHEALTH SERVICES

To use telehealth, you need an internet connection and a device with a camera for video. Your Provider can explain how to log in and use any features on the telehealth platform. If telehealth is not a good fit for you, your Provider will recommend a different option. There are some risks and benefits to using telehealth:

- Risks
  - Privacy and Confidentiality. You may be asked to share personal information with the telehealth platform to create an account, such as your name, date of birth, location, and contact information. Your Provider carefully vets any telehealth platform to ensure your information is secured to the appropriate standards.
  - Technology. At times, you could have problems with your internet, video, or sound. If you have issues during a session, your Provider will follow the backup plan that you agree to prior to sessions.
  - Crisis Management. It may be difficult for your Provider to provide immediate support during an emergency or crisis. You and your Provider will develop a plan for emergencies or crises, such as choosing a local emergency contact, creating a communication plan, and making a list of

local support, emergency, and crisis services.

- Benefits
- Flexibility. You can attend therapy wherever is convenient for you.
- Ease of Access. You can attend telehealth sessions without worrying about traveling, meaning you can schedule less time per session and can attend therapy during inclement weather or illness.
- Recommendations
- Make sure that other people cannot hear your conversation or see your screen during sessions.
- Do not use video or audio to record your session unless you ask your Provider for their permission in advance.
- Make sure to let your Provider know if you are not in your usual location before starting any telehealth session.

## CONFIDENTIALITY

Your Provider will not disclose your personal information without your permission unless required by law, please also see the confidentiality notice. If your Provider must disclose your personal information without your permission, your Provider will only disclose the minimum necessary to satisfy the obligation. However, there are a few exceptions.

- Your Provider may speak to other healthcare providers involved in your care.
- Your Provider may speak to emergency personnel.
- If you report that another healthcare provider is engaging in inappropriate behavior, your Provider may be required to report this information to the appropriate licensing board. Your Provider will discuss making this report with you first, and will only share the minimum information needed while making a report. If your Provider must share your personal information without getting your permission first, they will only share the minimum information needed. There are a few times that your Provider may not keep your personal information confidential.
- If your Provider believes there is a specific, credible threat of harm to someone else, they may be required by law or may make their own decision about whether to warn the other person and notify law enforcement. The term specific, credible threat is defined by state law. Your Provider can explain more if you have questions.
- If your Provider has reason to believe a minor or elderly individual is a victim of abuse or neglect, they are required by law to contact the appropriate authorities.
- If your Provider believes that you are at imminent risk of harming yourself, they may contact law enforcement or other crisis services. However, before contacting emergency or crisis services, your Provider will work with you to discuss other options to keep you safe.

## RECORD KEEPING

Your Provider is required to keep records about your treatment. These records help ensure the quality and continuity of your care, as well as provide evidence that the services you receive meet the appropriate standards of care. Your records are maintained in an electronic health record provided by TherapyNotes. TherapyNotes has several safety features to protect your personal information, including advanced encryption techniques to make your personal information difficult to decode, firewalls to prevent unauthorized access, and a team of professionals monitoring the system for suspicious activity. TherapyNotes keeps records of all log-ins and actions within the system. Physical records will be maintained according to law.

## COMMUNICATION

You decide how to communicate with your Provider outside of your sessions. You can reach me by phone, text, or email.

Please be aware that cell phone communication can be accessed by unauthorized people and hence can compromise the privacy and confidentiality of such communication, and faxes can inadvertently be sent to the wrong address. Please notify me if you decide to avoid or limit in any way the use of any or all of the above-mentioned communication devices. My HIPPA approved email is [Sylvia@reconnectingtherapies.com](mailto:Sylvia@reconnectingtherapies.com).

- Texting and email are not secure methods of communication and should not be used to communicate personal information. You may choose to receive appointment reminders via text message, which will exclude your name. You should carefully consider who may have access to your text messages or emails before choosing to communicate via either method.
- Secure Communication
- Secure communications are the best way to communicate personal information, though no method is entirely without risk. Your Provider will discuss options available to you. By signing this consent, you agree to be contacted via non-secure methods, unless otherwise noted.
- Social Media/Review Websites
- If you try to communicate with your Provider via these methods, they will not respond. This includes any form of friend or contact request, @mention, direct message, wall post, and so on. This is to protect your confidentiality and ensure appropriate boundaries in therapy.
- Your provider may publish content on various social media websites or blogs. There is no expectation that you will follow, comment on, or otherwise engage with any content. If you do choose to follow your Provider on any platform, they will not follow you back.
- If you see your Provider on any form of review website, it is not a solicitation for a review. Many such sites scrape business listings and may automatically include your Provider. If you choose to leave a review of your Provider on any website, they will not respond. While you are always free to express yourself in the manner you choose, please be aware of the potential impact on your confidentiality prior to leaving a review. It is often impossible to remove reviews later, and some sites aggregate reviews from several platforms leading to your review appearing other places without your knowledge.

## CREDENTIALS AND BACKGROUND

Reconnecting Therapies has a variety of providers and Contractors.

Sylvia Schyberg, LCSW

I am a Licensed Clinical Social Worker, registered on the Department of Regulatory Agencies Database, license number is CSW1262. I graduated with my Masters of Social Work from the University of Alabama at Tuscaloosa in 2002, and received my Bachelors in Social Work from Auburn University in 2001. My Associates in Arts and Science with a Certificate of Social Service/Mental Health is from Pierce College in Washington, 1999. All degrees were completed with honors. Continuing Education has been in a variety of areas, to include Internal Family Systems, play therapy, DBT, Personality Disorders, Crisis Counseling, Trauma Therapy, EMDR, Life Coaching, military life issues, diversity and ethics, hypnotherapy, and more. In 2011, I received my Certificate in Animal and Human Health Connection from Denver University. Currently I am working towards my certification in Internal Family Systems Therapy developed by Dick Schwartz, and have completed Level 1 and 2, and served as a program assistant. I have

been a licensed clinician since 2005, first in Alabama, then Georgia and Colorado since 2009, with 2 years/3500 hours/96 supervision hours satisfied, providing counseling, therapy and consultations in private practice and contract work. My experience includes working as an Outpatient Therapist and prevention specialist in a mental health clinic, being an Adoption Consultant, Crisis Consultant, and Child Care Counselor in a psychiatric hospital, and providing family support and in-home counseling. My most recent experience before re-opening my private practice was as a Military and Family Life Counselor (MFLC-CYB) in the schools, daycares, embedded in a unit, and more as needed. I have also created and successfully taught parenting classes for Social Services, and presented as a speaker on various occasions. Being from Germany originally, I still speak German fluently, and understand cultural difficulties and diversity. I am a member of the National Association of Social Workers, serving as a district board member for the south-east region.

## REGULATIONS OF PSYCHOTHERAPISTS

The practice of licensed or registered persons in the field of psychotherapy is regulated by the Mental Health Licensing Section of the Division of Professions and Occupations. The Board of Social Work Examiners can be reached at 1560 Broadway, Suite 1350, Denver, CO 80202, (303) 894-7800. Following are the different levels of regulation applicable to mental health professionals under the Mental Health Practice Act and describe the differences in education, experience and requirements.

- A Licensed Clinical Social Worker must hold a master's or doctorate degree from a graduate school of social work, practiced as a social worker for at least two years, and pass an examination in social work.

- A Licensed Social Worker must hold a master's degree from a graduate school of social work and pass an examination in social work.

- A Clinical Social Worker Candidate, Psychology Candidate, a Marriage and Family Therapist Candidate, and a Licensed Professional Counselor Candidate must hold the necessary licensing degree and be in the process of completing the required supervision for licensure.

- A Licensed Marriage and Family Therapist must hold a master's or doctoral degree in marriage and family counseling, have at least two years post-master's or one year post-doctoral practice, and pass an exam in marriage and family therapy.

- A Licensed Professional Counselor must hold a master's or doctoral degree in professional counseling, have at least two years post-master's or one year post-doctoral practice, and pass an exam in professional counseling

- A Licensed Psychologist must hold a doctorate degree in psychology, have one year of post-doctoral supervision, and pass an examination in psychology

- A Certified Addiction Counselor I (CAC I) must be a high school graduate or equivalent, complete required training hours and 1,000 hours of supervised experience

- A Certified Addiction Counselor II (CAC II) must be a high school graduate or equivalent, complete CAC I requirements, and obtain additional required training hours, 2,000 additional hours of supervised experience, and pass a national exam.

- A Certified Addiction Counselor III (CAC III) must have a bachelor's degree in behavioral health, complete CAC II requirements, and complete additional required training hours, 2,000 additional hours of supervised experience, and pass a national exam

- A Licensed Addiction Counselor must have a clinical master's degree, meet the CAC III requirements, and pass a national exam.

## INFORMATION ABOUT COUNSELING

I provide professional psychotherapy to Individuals, Children, Couples and Families and am committed to providing high quality short-term or long-term counseling using a variety of therapeutic techniques as appropriate to meet individual needs. My preferred method is Internal Family Systems (IFS). If you are an EAP client, you will receive non-medical counseling as outlined by your EAP. I value my clients; regardless of their faith/religion, race/culture, socio-economic background, sexual preference or identification. You are entitled to receive information from me about my methods of therapy, the techniques I use, and the duration of your therapy. Please ask if you would like to receive more information.

An appointment is a commitment to our work. We agree to be on time, however, if I am unable to start on time, I ask your understanding. In an effort to provide the best therapy, it might be beneficial to finish and process a thought or concern. I will provide the same benefit to you. Changes in appointments should be made with as much advance notice as possible as a sign of mutual respect to each other, and other clients. If you miss or reschedule appointments frequently or arrive too late, you will be charged your full session fee.

You can seek a second opinion from another therapist or terminate therapy at any time (notice is appreciated.) We will discuss your treatment plan at the beginning as well as periodically throughout treatment. It is on file electronically and you are always welcome to review it. This information implies your agreement

## CONSULTATION

I consult regularly with other professionals regarding my clients; however, the client's identity remains completely anonymous, and confidentiality is fully maintained. Treatment refers to the provision, coordination, or management of mental health care and related services by one or more health care providers. For example, I may use your information to plan your course of treatment and consult with other health care professionals concerning services needed or provided to you.

## DUAL RELATIONSHIPS

Dual-relationships are never appropriate in a therapeutic setting. Therapy never involves sexual or any other dual relationship that impairs the therapist's objectivity, clinical judgment, and therapeutic effectiveness nor can it be exploitative in nature. If the potential for a dual relationship exists, we will discuss the potential difficulties that may be involved in the relationship, and will discontinue the relationship if we find it interfering with the effectiveness of the therapeutic process. In a professional relationship, sexual intimacy is never appropriate and should be reported to the board that licensed, registers, or certifies the licensee, registrant, or certificate holder. SB20-102 required providers to provide written disclosure of any final convictions, plea deals, or final disciplinary actions on their license that involves a sexual offense or finding of unprofessional conduct related to sexual misconduct.

## SUBPOENA/CUSTODY CASES

Please be advised, that I provide treatment, and cannot provide any recommendations in custody cases, as this would compromise the therapeutic relationship. Further, I will not write reports to the court for use in domestic cases. If I am subpoenaed to court, my fee is \$250/hour to include any traveling time, or time to write any report.

## RETAIL PRODUCTS/WELLNESS CENTER

Please be advised that we are expanding to a wellness center at this office location. We will offer groups, yoga, meditation circles and more, on a drop in basis (pay per event), which will likely not be covered by your insurance. We will also have products for sale, which we believe are beneficial to your individual growth, such as essential oils. There is no need to purchase anything, nor pressure to attend any group. All of these are voluntary.

## FEES AND PAYMENT FOR SERVICES

- I am credentialed with a variety of insurances. Please check with me, and your insurance, to see if I am in-network, and what your co-pay or deductible might be. Ultimately, it is the client's responsibility to pay for each session.
- Regular full session fees are \$150, half-sessions are pro-rated. Reduced rates are available based on hardship. There also might be different fees based on service type. A complete fee structure can be provided upon request. Failure to pay your fee may result in termination.
- A no-show or late cancellation fee of your full session may be charged, unless otherwise noted. Insurances will not cover this fee. If you arrive more than 15min late, you will be charged your full session fee. If there is a true emergency, this fee may be waived, in which case I request you let me know as soon as possible. Repeated no-shows are also subject to termination of treatment.
- If I am not in network with your insurance, I collect payment from you and provide you with a statement upon request, which you can submit to your insurance for reimbursement.
- I am not a Medicaid provider and am legally unable to accept self pay for covered services, if this is your insurance.
- Full payment is due at the time of your session. If you are unable to pay, please tell your Provider so we can make appropriate arrangements, such as a payment plan or a reduced fee. If not, your Provider may refer you to other low- or no-cost services. Any balance due will continue to be due until paid in full, or an arrangement as been made. If necessary, your balance may be sent to a collections service.
- Your Provider may charge administrative fees for writing a letter or report at your request; consulting with another healthcare provider or other professional outside of normal case management practices; or for preparation, travel, and attendance at a court appearance.
- The practice requires that you keep a valid credit or debit card on file. This card will be charged for the amount due at the time of service and for any fees you may accrue unless other arrangements have been made with the practice ahead of time. It is your responsibility to keep this information up to date, including providing new information if the card information changes or the account has insufficient funds to cover these charges.

## More on Insurance Benefits

- Before starting therapy, you should confirm with your insurance company if:
- Your benefits cover the type of therapy you will receive;
- Your benefits cover in-person and telehealth sessions;
- You may be responsible for any portion of the payment; and
- Your Provider is in-network or out-of-network.
- Sharing Information with Insurance Companies
- If you choose to use insurance benefits to pay for services, you will be required to share

personal information with your insurance company. Insurance companies keep personal information confidential unless they must share to act on your behalf, comply with federal or state law, or complete administrative work.

- Covered and Non-Covered Services

- When your Provider is in-network, they have a contract with your insurance company. Your insurance plan may cover all or part of the cost of therapy. You are responsible for any part of this cost not covered by insurance, such as deductibles, copays, or coinsurance. You may also be responsible for any services not covered by your insurance.

- When your Provider is out-of-network, they do not have a contract with your insurance company. You can still choose to see your Provider; however, all fees will be due at the time of your session to your Provider. Your Provider will tell you if they can help you file for reimbursement from your insurance company. If your insurance company decides that they will not reimburse you, you are still responsible for the full amount.

## COMPLAINTS

If you feel your Provider has engaged in improper or unethical behavior, you can talk to them, or you may contact the licensing board that issued your Provider's license, your insurance company (if applicable), DORA, or the US Department of Health and Human Services.