

# Confidential Agreement and Information between

Milly C. Lacle, NHD, MS, CHT and who reads this agreement.

## Introduction

Welcome to my practice. This document (the Agreement) contains important information about my professional services and business policies. Please read through this document carefully as it provides information about the practical side of coming to therapy. I can answer any questions that you might have at the initial consultation or by email or telephone. Upon booking a session with me, this document will constitute a binding agreement between us and will govern the provision of therapy services from me to you.

## Psychological Services

Milly Lacle NHD, MSc, CHT aims to provide professional service in a comfortable, safe, and trustful environment. Psychotherapy is not easily described in general statements. It varies depending on the personality, belief system, and the particular problems you are experiencing. I may use many different methods to deal with the problems you are working to resolve.

Psychological and emotional situations of distress do not happen overnight; it takes time to reach that level of unease, and it will also take time for it to be resolved. There are times that in one session the right course of action is clear and there are others where several sessions will be needed. This process will include discussing your current situation, past experiences, and your goals for therapy. At times in a session, the psychologist will elaborate on the persons and situations that the patient is describing; in no way is that speaking negatively about the situation or persons but referring to behavior that needs to be understood or treated. For example, when a doctor says a leg is fractured, the doctor is not speaking negatively about the leg but naming a condition that needs to be treated.

When couples seek counseling, the relationship gets better, and at times, it ends. This is not the responsibility of the psychologist. In the case the couple is not together, the psychologist remains open to the individual treatment without having to stop the treatment because the couple is no longer together. In the case of seeing several family

members, the information of their appointments will not be shared under any circumstances with the other members of the family.

## Meetings

I usually conduct an evaluation lasting from 1 to several sessions depending on the complexity of the case. Once therapy has begun, I could schedule one 60-minute session per week at a time that we agree on or a 90-minute session every two weeks, allowing you to choose a session length that best suits your needs. Once an appointment is scheduled, you will be expected to pay for it before the session.

## Contacting Me

Due to my work schedule, I am not available for consultations by phone. If you need to discuss anything with me, it will only be done through booking an appointment. For questions about booking, appointments, and billing, please get in touch with my assistant Ms. Rose Ann via WhatsApp at +2975935511. If you are experiencing an emergency, please get in touch with emergency services.

## Limits on Confidentiality

In most situations, I can only release information about your treatment to others if you sign a written Authorization/Consent. There are other situations that require only that you provide written, advance consent. Your signature on this Agreement provides consent for those activities, as follows:

- I may occasionally find it helpful to consult other health and mental health professions about a case. During consultation, I make every effort to avoid revealing the identity of my patient.
- Disclosures required to collect overdue fees.
- If a patient threatens to harm himself/herself or others, I may be obligated to seek medical or legal support and/or to contact family members or others who can help provide protection.

There are some situations where I am permitted or required to disclose information without either your consent or Authorization:

- If you are involved in a court proceeding and I am legally required to give an evaluation due to a court order.

- If a patient files a complaint or lawsuit against me, I may disclose any relevant information regarding that patient in order to defend myself.

In some situations, I am legally obligated to take necessary actions to protect others from harm. I may have to reveal some information about a patient's treatment:

- If I know or suspect that a minor under the age of 18 has been abused or neglected, the law requires that I file a report with the appropriate governmental agency.
- If I know that an elderly or disabled adult has been abused, neglected, or exploited, the law requires that I file a report with the appropriate governmental agency.

## Confidentiality of Child's Therapy

Therapy is most effective when a trusting relationship exists between the therapist and the client. Privacy is especially important in securing and maintaining that trust. By signing this agreement, you agree to respect your minor's confidentiality. I will provide you with the progress achieved, and what areas are likely to require intervention in the future.

## Billing and Payments

The patient or their legal representative accepts full responsibility for payment of psychological services rendered. Payment in full (transfer, cash, debit, or credit card) is due at the time of service. Insurance claims will not be filed at this office. At your request, you will be provided with a plan of action that will be determined after evaluation sessions take place. The plan of action/invoice is designed to give you control over the insurance process, should you wish to use it.