

*Megan W. Broadhead*  
COUNSELING & CARE

WWW.MEGANBROADHEAD.COM  
MEGAN@MEGANBROADHEAD.COM  
404.236.9730

LIVING FULLY PSYCHOTHERAPY & CONSULTING  
1459 OXFORD ROAD NE STE 301  
ATLANTA, GA 30307

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information; determining the location to which protected information disclosures are sent; having client complaints about MBCC policies and procedures recorded in client records; and the right to a paper copy of this Agreement, the attached Notice form, and MBCC's privacy policies and procedures.

**MINORS & PARENTS**

Patients under 18 years of age and their parents (exception includes minors who are emancipated) should be aware that the law allows parents to examine their child's treatment records unless the clinician believes that doing so would endanger the child or there is an agreement otherwise. Because privacy in psychological services is often crucial to successful progress, particularly with teenagers, it is MBCC's policy to request an agreement from parents that they consent to give up their access to their child's records. If they agree, during treatment, the clinician will provide them only with general information about the progress of the child's treatment, and his/her attendance at scheduled sessions. The clinician will also provide parents with a summary of their child's treatment when it is complete. Any other communication will require the child's authorization, unless it is determined that the child is in danger or is a danger to someone else, in which case, the clinician will notify the parents of such concern. Before giving parents any information, the clinician will discuss the matter with the child, if possible, and make efforts to handle any objections he/she may have.

**CLIENT SIGNATURE BELOW INDICATES THAT:**

1. You, the client, have read this agreement and agree to its terms.
2. You, the client, acknowledge receipt of the "Georgia Notice Form."

\_\_\_\_\_  
Print Name – Client Print

\_\_\_\_\_  
Name - Parent or Legal Guardian

\_\_\_\_\_  
Signature – Client

\_\_\_\_\_  
Signature - Parent or Legal Guardian

\_\_\_\_\_  
Date

\_\_\_\_\_  
Clinician

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may be required to provide additional information.

5. If a mental health professional determines that a patient presents a serious danger of violence to another, the mental health professional may be required to take protective actions. These actions may include notifying the potential victim, and/or contacting the police, and/or seeking hospitalization for the patient. If such a situation arises, the MBCC clinician will make every effort to fully discuss the situation with client(s) before taking any action. Disclosure will be limited to what is necessary.
6. The laws governing confidentiality can be quite complex. In situations where formal legal advice is required, it will be sought from an attorney.
7. Situations that might call for a release of information about a client's treatment require the client to sign a written release of information form (ROI) to give official consent before information can be shared.
  - a. If a client files a complaint or lawsuit against a MBCC clinician, MBCC may disclose relevant information regarding that client in order to defend the clinician.
  - b. If a patient files a worker's compensation claim, and the MBCC clinician is providing treatment related to the claim, the clinician must, upon appropriate request, furnish copies of all medical reports and bill.

### PROFESSIONAL RECORDS

The laws and standards of licensed clinicians require that MBCC keep Protected Health Information about clients in their clinical record. Clients may examine and/or receive a copy of their clinical record if a request is made in writing, except in unusual circumstances that involve: 1) danger to the client or others, 2) that make reference to another person (unless such other person is a healthcare provider) and the clinician believes that access is reasonably likely to cause substantial harm to such other person 3) where information has been supplied to MBCC confidentially by others or 4) the release of raw data of psychological tests that may only be reviewed by licensed mental health professionals. Because these are professional records, they can be misinterpreted and/or upsetting to untrained readers. For this reason, MBCC recommends that clients initially review them in the respective clinician's presence, or have them forwarded to another mental health professional so clients can discuss the contents. In most situations, the clinician is allowed to charge a copying fee of \$1.00 per page (and for certain other expenses). If a clinician refuses a client request for access to records, the client has a right of review (except for information provided to the clinician confidentially by others), which the clinician will discuss with the client upon request.

### REQUEST FOR CONFIDENTIAL HANDLING OF HEALTH INFORMATION

All reasonable requests to receive communication of client health information will be granted (i.e., telephone, mail). **If a client wishes to receive protected health information in one particular manner, please indicate that to the respective clinician in writing.** Otherwise, messages will be left at the phone numbers clients provide and mail sent to the mailing address indicated by the client. **If there is an alternative mailing address preferred by a client for use (for example, a P.O. box or work address), or a specific phone number, then please indicate that as well.** Otherwise, the client signature below indicates that MBCC may notify the client at any of the phone numbers and/or addresses that the client provided.

### PATIENT RIGHTS

HIPAA provides clients with several rights with regard to their clinical records and disclosures of protected health information. These rights include requesting that records be amended; requesting restrictions on what information from the client clinical record is disclosed to others; requesting an accounting of most disclosures of protected health

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4. If the client's clinician is unavailable for an extended time, the clinician will assign another MBCC clinician to attend to client needs during the primary clinician's absence. Clients will be informed of this arrangement prior to the clinician's departure.
  - a. In the event of unforeseen circumstances where arrangements cannot be made in advance (i.e., car accident or medical emergency), a MBCC clinician will contact clients to arrange appropriate referrals and treatment follow up.

### **MBCC's Supervision Guidelines:**

All unlicensed mental health professionals are required to receive supervision from licensed professionals while working toward licensure. Below is a list of policies related to this ethical standard.

1. An unlicensed professional cannot accept payment directly. All fees (checks, cash, credit card) collected on behalf of clinicians under the direction of MBCC are made payable to Megan Broadhead Counseling and Care.
2. An unlicensed professional is required to engage in supervision sessions conducted by a licensed professional (LMFT, LPC, Psy.D., Ph.D.). Unlicensed clinicians receiving direction from MBCC must disclose the name and title of the licensed professional(s) from whom they receive supervision.
3. In the event of an emergency or mental health crisis, the MBCC unlicensed professional is required seek consultation as part of seeking safety for clients. First, the unlicensed professional will call Megan W. Broadhead, LPC for consultation. If Megan W. Broadhead, LPC is unavailable, the unlicensed professional will then call a crisis hotline on the client's behalf: Department of Behavioral Health and Developmental Disabilities (DBHDD) 1-800-715-4225 or Suicide Hotline 404-730-1600 or 404-730-1608 TDD). Finally, the unlicensed professional may call the county police department (911). Seeking safety may include admission to a nearby mental health hospital such as DeKalb Medical (Behavioral Health Services at DeKalb Medical: 404-501-1800).

### **Legal and Ethical Limits to Confidentiality:**

There are some situations wherein MBCC clinicians are permitted or legally required to disclose information without either the client's consent or authorization. These situations include:

1. If a client threatens to harm or kill him/herself, the clinician may be obligated to seek hospitalization for the client or contact family members or others who can help provide protection. MBCC clinicians will make efforts to discuss the various options for safety measures with clients prior to taking action (please see point #3 under Supervision Guidelines).
2. If a court order is signed by a judge requesting client information for a legal proceeding, clinicians are required to provide information without the client's written authorization or consent.
3. If a MBCC clinician suspects a child has been abused, the law requires that a mental health professional files a report with the appropriate governmental agency, usually the Department of Human Resources (Department of Family and Children Services). Once such a report is filed, the mental health professional may be required to provide additional information. In addition, the Georgia Child Endangerment Law requires that the mental health professional report a child witnessing acts of violence between adults to the appropriate governmental agency, usually the Department of Human Resources (Department of Family and Children Services).
4. If a mental health professional has reasonable cause to believe that a disabled adult (of any age) or elder person (over 65 years) has had a physical injury or injuries inflicted upon such disabled adult or elder person, other than by accidental means, or has been neglected or exploited, the mental health professional must report to an agency designated by the Department of Human Resources. Once such a report is filed, the mental health professional

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Of course, clients have a right to express themselves on any site they wish. But due to confidentiality, clinicians cannot respond to any review on any of these sites whether it is positive or negative and, in most cases, clinicians will not see the communication on these sites.

If a client believes a MBCC clinician has acted unethically, MBCC encourages the client to speak directly with his/her clinician to address the issue. If a client does not feel comfortable or safe speaking directly with their clinician, the client has the option of discussing their concerns with the director of MBCC, Megan W. Broadhead, LPC or the client can contact the appropriate professional licensing board to report concerns. Contact information for the respective board can be found at [www.sos.ga.gov](http://www.sos.ga.gov).

### LOCATION-BASED SERVICES

MBCC encourages clients to be aware of the privacy issues related to using location-based services on their mobile phones. MBCC does not place the practice as a check-in location on various sites such as Foursquare, Gowella, Loopt, etc. However, if a client has GPS tracking enabled on his/her device, it is possible that others may surmise that the client is receiving therapy services due to regular check-ins at the MBCC office.

### EMAIL

MBCC clinicians prefer using email only to arrange or modify appointments or resolve other quick administrative issues unless otherwise negotiated. Please do not email clinicians content related to therapy sessions, as email is not completely secure or confidential. If clients choose to communicate with their clinician by email, be aware that all emails are retained in the logs of the client's and the clinician's Internet service providers. While it is unlikely that someone will be looking at these logs, they are, in theory, available to be read by the system administrator(s) of the Internet service provider. Clients should also know that any emails received to or sent by the clinician become a part of the client's legal record.

### LIMITS ON CONFIDENTIALITY:

The law protects the privacy of all communication between client and clinician. MBCC maintains strict confidentiality regarding all treatment records, testing and correspondence. There are, however, some limits on confidentiality as stated by law and in the ethics principles of licensed practitioners. Limitations are as follows:

### MBCC's Practice Guidelines:

1. MBCC's clinical staff (i.e., psychologists, clinicians, practicum students) have full access to all clinical records.
2. MBCC does not currently employ administrative staff. If this situation changes, MBCC will notify clients in writing with a revised consent to sign. At such time, administrative staff will have limited access to demographic and financial information for billing purposes only.
3. MBCC clinicians may occasionally find it helpful to consult other professionals about a case, including the other clinicians of MBCC. During a consultation, every effort is made to avoid revealing the identifying information of clients. The consultant is legally bound to keep the information confidential. Unless the client objects, clinicians will not tell clients about these consultations unless a clinician deems it valuable in the therapeutic process. Clinicians will note consultations in client clinical records.

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Clients are encouraged to directly voice any questions regarding this policy to their clinician. As new technology develops and Internet use changes, updates may need to be made to this Agreement. If so, MBCC will provide clients with any changes in writing.

### INTERACTING

Clients may contact clinicians by telephone or email. Clients are instructed to discuss cell phone communication with their respective clinician to determine the individual clinician's policy of cell phone use for professional contact. MBCC cannot guarantee that cell phone usage will be completely secure. It is unlikely that a cell phone conversation would be intercepted, but there is no way to guarantee confidentiality using this technology. Clients may also directly email their clinician for administrative issues such as scheduling or changing appointments unless otherwise negotiated. If you use hushmail (a free email service at [www.hushmail.com](http://www.hushmail.com)), professional communication can be encrypted both ways and secure. When emailed with an encrypted message, clients will be asked to answer an agreed upon question. The answer to the shared question should be agreed upon between client and clinician.

Please check "yes" or "no" for the following questions:

Do you agree to have a MBCC clinician phone you using his/her cell phone?	Yes ___	No ___
Do you give MBCC permission to leave a message on your cell phone?	Yes ___	No ___
On your home phone?	Yes ___	No ___

Clients can expect to receive a response to their emails and phone messages from clinicians within 24 hours or the next business day (on weekends). For more information regarding returned correspondence, please see **Contacting Clinicians** section above.

MBCC requests that clients do not use SMS (mobile phone text messaging) or messaging on Social Networking sites such as Twitter, Facebook or LinkedIn to contact clinicians. These sites are not secure and clinicians may not read these messages in timely fashion. Do not use Wall postings, @ replies, or other means of engaging with clinicians in public online. Clinicians will not respond to such communications. Engaging with a clinician in this way could compromise client confidentiality. It may also create the possibility that these exchanges would become a part of a client's legal medical record and would need to be documented and archived in the client's chart.

### FRIENDING

MBCC does not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc.). Adding clients as friends or contacts on these sites could compromise client confidentiality and the respective privacy between clinician and client. It could also blur the boundaries of the therapeutic relationship.

### BUSINESS REVIEW SITES

Clients may find the MBCC psychotherapy practice and its clinicians on such sites as Yelp, Health grades, Yahoo Local, Bing, or other places that list businesses. Some of these sites include forums in which users rate their providers and add reviews. Many of these sites comb search engines for business listings and automatically add listings regardless of whether the business has added itself to the site. If clients should find such listings on any of these sites, please know that MBCC is NOT soliciting a request for a testimonial, rating or endorsement from clients in accordance with the ethical principles of ACA.

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clients with assistance to facilitate receipt of benefits to which clients are entitled. The client, not his/her insurance company, is responsible for full payment of fees; therefore, it is very important that the client knows exactly what mental health services his/her insurance policy covers.

2. Clients should carefully read the section in their insurance coverage booklet that describes mental health services. Many companies only authorize a limited number of sessions in a limited amount of time. Questions about this coverage should be directed to the client's insurance provider. When possible, MBCC will assist clients in deciphering information received from their carrier. MBCC clinicians are considered out-of-network; therefore, clients will pay the full fee to MBCC and will be responsible for submitting claims themselves to their insurance company. For out-of-network claims, the insurance company will reimburse clients directly for a portion of the session based on the client's out-of-network benefits.
3. Insurance agreements require clients to authorize their clinician to provide a clinical diagnosis. At times, additional clinical information such as a treatment plan or treatment summary is required before payments are made or additional sessions are authorized. In such situations, MBCC will make every effort to release only the minimum information about clients that is necessary for the purpose requested. This information will become part of the insurance company files and will probably be stored in a computer. Though all insurance companies claim to keep such information confidential, MBCC has no control over what the respective company does with the information once it is in their hands. In some cases, they may share the information with a national medical information databank. MBCC will provide clients with a copy of any report submitted upon request. By signing this agreement, the client consents to MBCC providing requested information to the client's carrier.
4. Once MBCC has information about the client's insurance coverage, the clinician and client will discuss reasonable expectations and goals for treatment that fit with the client's available benefits. It is important to remember that clients always have the right to self-pay for services to avoid any problems or limitations that arise from utilizing insurance benefits.

### CONTACTING CLINICIANS:

1. MBCC clinicians will not always be immediately available by telephone. For non-emergencies, clinicians will make every effort to return client calls as soon as possible. When a clinician is unavailable, clients are instructed to leave a brief voicemail message, including their name and telephone number, which will be returned within 24 hours or by the next business day (on the weekends). For policies related to communication via Internet, please see **Social Media Policy** below.
2. **If a client is experiencing a clinical emergency outside of a session** (i.e., suicidality, rape, drug abuse/overdose), the client should do one or more of the following: call 911, call an emergency crisis hotline: Department of Behavioral Health and Developmental Disabilities (DBHDD) 1-800-715-4225 or Suicide Hotline 404-730-1600 or 404-730-1608 TDD), call a primary care physician/psychiatrist, or go to the emergency room at the nearest hospital and ask for the psychologist or psychiatrist on-call.
3. If the client's clinician is unavailable for an extended time, MBCC will provide the name of a trusted colleague whom clients may contact if necessary.

### Private Practice Social Media Agreement

This document outlines MBCC's office policies related to the use of Social Media. Please read it to understand how clinicians interact on the Internet as a mental health professional and how clients can expect clinicians to respond to various interactions that may occur between clinician and client on the Internet.

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### AGREEMENT AND CONSENT FOR PSYCHOTHERAPY

This agreement is between \_\_\_\_\_ (client) and Megan Broadhead (clinician), located at 3996 Clairmont Rd., Atlanta, GA 30341.

Welcome to Megan Broadhead Counseling & Care (or MBCC). This document contains important information about our professional services and business policies. It also contains summary information about the Health Insurance Portability and Accountability Act (HIPAA), a federal law that provides privacy protections and patient rights with regard to the use and disclosure of clients' Protected Health Information (PHI) used for the purpose of treatment, payment, and health care operations. HIPAA requires that MBCC provide clients with a Notice of Privacy Practices for use and disclosure of PHI for treatment, payment and health care operations. The Notice ("Georgia Notice Form") explains HIPAA and its application to clients' personal health information in greater detail.

Please read the following sections in detail. The client signature below represents an agreement between the client and MBCC. Clients may revoke this agreement in writing at any time. That revocation will be binding on MBCC unless action is taken in reliance on it. Such actions might include if there are obligations imposed on MBCC by the client's health insurer in order to process or substantiate claims made under a policy or if the client has not satisfied any financial obligations incurred.

#### PSYCHOLOGICAL SERVICES:

The content areas included in psychological services are broad and may include consultation, evaluation, and/or treatment. Consultation involves a clinician providing clients with information, opinions and/or advice in a general or specific sense about areas of psychological problems. Evaluation involves a clinician conducting an assessment of the client in order to render a professional opinion. Treatment involves the clinician rendering intervention services to assist clients with psychological problems and may include psychotherapy as well as other forms of treatment. There are no guarantees that any of these psychological services will be successful. The outcome of them usually involves collaboration between clinician and client.

If clients have questions about psychological procedures, it is recommended that they discuss them whenever issues arise. If requested, MBCC will help clients set up a meeting with another mental health professional for a second opinion.

#### MEETINGS:

1. Initial appointments are typically scheduled for 50 minutes. Subsequent standard sessions are 50 minutes in duration.
2. During the first one to two sessions, the clinician will conduct a psychological evaluation/intake to help determine the best treatment options. This evaluation may involve psychological testing.
3. **Once an appointment is scheduled, clients will be expected to pay for services unless a 24- hour advance notice of cancellation is provided. It is important to note that insurance companies do not provide reimbursement for cancelled sessions.**

#### PROFESSIONAL FEES, BILLING, PAYMENT, AND INSURANCE REIMBURSEMENT:

1. A client's health benefits policy may provide some coverage for mental health treatment. MBCC will provide