

DECLARATION OF PRACTICES AND PROCEDURES

Brenda T. Hollenbeck, M.A., LPC, LMFT
The Psychology Clinic, 2000 Southwood Drive, Lake Charles, LA 70605
337.474.2682

I am pleased that you have chosen me for your mental health counselor. This document is designed to inform you of my background and ensure that you understand our professional relationship.

Qualifications

I hold a Master of Arts degree in Psychology from McNeese State University. I hold License #2693 as a Licensed Professional Counselor and License #182 as a Licensed Marriage and Family Therapist with the LPC Board of Examiners, 8631 Summa Avenue, Suite A, Baton Rouge, Louisiana, 70809, telephone (225) 765-2515.

Clients Served

I primarily counsel with adults of all backgrounds, including geriatric clients. I generally do not work with children under 17 years of age. I provide individual, couple, family, and group therapy.

Areas of Focus

I have a general mental health practice and see clients with a variety of concerns, including depression, anxiety, marital, family and other relationship issues, stress, growth issues, parenting concerns, grief, and abuse issues (sexual, physical, and emotional).

Counseling Relationship (What to Expect from Therapy)

My goal as a counselor is to provide a safe, caring, and supportive environment that facilitates the client's self-awareness, personal growth, and improved mental health and emotional functioning. I view counseling as a process in which the client and counselor work together in an atmosphere of trust and honesty, define problem situations, develop future goals for life satisfaction, and work in a systematic fashion toward realizing those goals. This process occurs at different rates for different individuals; the client may choose to end the counseling relationship at any point. If I believe that our counseling sessions have become non-productive, I will discuss this matter with you and will provide referral information if necessary.

I use a variety of therapeutic approaches, depending on client need. I use cognitive-behavioral techniques, exploring the client's pattern of thoughts and actions, and assisting the client in developing alternative patterns. I also work with clients from a family systems perspective, exploring family interaction and dynamics, and behaviors learned in the family of origin, assisting the client to develop healthier behaviors and relationships.

Clients must make their own decisions regarding such things as deciding to marry, separate, divorce, reconcile, and how to set up custody and visitation. I will not offer specific advice but will assist my clients in problem solving and exploring possibilities and consequences.

Appointments are usually scheduled once per week initially for approximately 45-60 minutes, depending upon insurance coverage, with the first session devoted to gathering necessary information. The client and therapist may choose to increase the amount of time between sessions as therapy progresses. The time required to complete therapy is highly individualized, but on average the therapy process may take 12-20 sessions.

Client Responsibilities

I expect the client to fully participate in therapy by adhering to the following guidelines:

1. Follow procedures for making and keeping appointments.
2. Pay for the services at the time of each visit.
3. Participate equally in the counseling relationship, including participating in homework assignments or other self-help activities as recommended by me and agreed upon in session.
4. Notify the counselor of any other ongoing professional mental health relationships and terminate the counseling relationship before seeing another mental health professional.
5. Provide honest feedback concerning the professional relationship.

Code of Conduct/Ethics

I am required by state law to adhere to the Louisiana Code of Conduct for Licensed Professional Counselors and the Louisiana Code of Ethics for Licensed Marriage and Family Therapists that have been adopted by my licensing board. Copies of these Codes are available upon request.

Confidentiality

Information revealed in counseling will remain strictly confidential except for material shared under the following circumstances in accordance with state law:

1. The client signs a written release of information indicating informed consent of such release. In the event of couples/family/group counseling, I cannot release information without written permission from every individual involved. Also note if you use third party insurers, such as health insurance policies, HMO or PPO plans, or EAP programs, you must sign a release of information and all required information will be disclosed.
2. The client presents a serious imminent physical threat to self or a specific other person.
3. There is a reasonable suspicion of abuse/neglect against a minor child, elderly person (65 or older), or a disabled/dependent adult.
4. A court ordered subpoena is received directing the disclosure of information. Certain types of litigation (such as child custody suits) may lead to the court-ordered release of information without your consent.
5. In the event of marriage or family counseling, material obtained from an adult client individually may be shared with the client's spouse or other family members only with the client's written permission. Any material obtained from a minor client may be shared with that client's parents or guardian.

Privileged Communication

It is my policy to assert privileged communication on behalf of the client and the right to consult with the client if possible, except during an emergency, before mandated disclosure. I will endeavor to apprise clients of all mandated disclosures as conceivable.

After Hours and Emergency Situations

A 24-hour answering service is available to handle after hour calls or emergency situations; call 337-474-2682. During normal working hours messages can be left on the voice mail if the receptionist is unavailable. If you are experiencing an emergency and need immediate attention you can call 911 or the hospital of your choice, including: Christus Ochsner St. Patrick (337.436.2511), Lake Charles Memorial Hospital (337.494.3000), or West Calcasieu Cameron Hospital (337.527.7034).

Fees and Appointments

1. A fee for service and methods of payment are determined by The Psychology Clinic. Inquiries regarding insurance status or method of payment may be made to the front office personnel.
2. Fees for written reports, letters, etc., are not reimbursable through insurance and are the responsibility of the client. Excepting initial letters of referral, reports requested by entities such as the court, attorneys, employers, insurance companies, etc., will be billed at the minimum as the hourly counseling fee per hour required to complete the report. Special arrangements for a reduced fee can be made regarding financial hardship but must be approved by your therapist.
3. Fees for court appearances and depositions are established by The Psychology Clinic; please request this information from the office manager if needed.
4. Telephone counseling lasting more than 15 minutes will be billed at the hourly counseling rate and may not be covered by insurance. If you have need of such service, please check with the office manager regarding your insurance benefits.
5. Appointments are scheduled through the front office and are generally scheduled for 45-60 minutes. Failed appointments without 24 hours' notice will result in a charge of \$50.00. The Psychology Clinic will notify you if this fee is increased or decreased. Insurance companies will not cover this charge and payment for failed appointments is your responsibility.

Physical Health

Physical health can be an important factor in the emotional well-being of an individual. Any client who has not obtained a physical examination within the past year is encouraged to obtain one as soon as possible. Clients are asked about current medical conditions and prescriptions on our intake forms.

Potential Counseling Risks

Clients should be aware additional issues might surface during therapy which were not known prior to the beginning of the counseling relationship. This may temporarily produce additional distress. When a client is involved in a marriage or other intimate relationship, it is possible that therapeutic change or growth in one partner, unless accompanied by reciprocal change in the other, may produce additional stress in the relationship. We can address these changes and stressors in therapy.

Brenda T. Hollenbeck, LPC, LMFT, LLC

The Psychology Clinic
2000 Southwood Drive, Lake Charles, LA 70605
337.474.2682 fax 337.474. 4601

RECEIPT OF DECLARATION OF PRACTICES AND PROCEDURES

I have received and reviewed a copy of the Declaration of Practices and Procedures for Brenda Hollenbeck, LPC, LMFT. I agree to the conditions set forth in this declaration.

Client's signature

Date

I, (signature of parent or guardian) _____ give permission for Brenda Hollenbeck to conduct counseling with (name of minor) _____.