



INFORMED CONSENT TO TREATMENT INFORMATION

Welcome to **Christian Family Solutions** (CFS). Thank you for choosing us to assist you. We pray that our gracious God works through our skilled clinicians to resolve the matters that brought you to us for care.

Christian Family Solutions, founded in 1965, provides Christian counseling care and services in our clinics, in schools, and via secure video. We are committed to healing and helping people in need with the same excellence and unconditional love that Jesus Christ demonstrated in His ministry. It is our hope that you feel welcomed, safe, and supported within our family of care.

Following is important information about our services and your treatment. Please read it carefully and feel free to ask questions about anything that is not understandable. The purpose of this **Informed Consent** is to ensure that our relationship with you is founded on understanding and trust. You will be asked to sign a **Client Acknowledgment Form**, indicating that you understand and agree with the terms of this **Informed Consent**.

THE CFS APPROACH TO CARE

We believe that God created human beings with body, mind, and soul. For this reason, we provide comprehensive, holistic care for our clients that considers all three of these aspects of humanity. Our providers pursue the highest industry standards of accreditation, licensure, competency, and certification because we desire to provide the highest quality care for your physical, psychological, and spiritual needs. We provide excellent and compassionate care to all clients, regardless of your socioeconomic background or your faith affiliation.

Many of our clients choose CFS because they desire to have their care guided by principles and values of the Christian faith. Our providers are skilled in providing the best-available mental health care techniques blended with faith principles. This approach will be discussed with you in your treatment plan. Be assured that we will meet you where you are in terms of your faith, and any application of faith principles will be done with the appropriate sensitivity and cultural competence that meets or exceeds the standards of our profession as outlined in the American Psychological Association's ethical code.

THE PROCESS OF THERAPY

There are multiple approaches to psychotherapy, and the best solution depends on the personalities of the client and therapist as well as the particular problems that the client brings. The appropriate treatment modes to help you with your specific situation will be discussed with you. Unlike most medical care, psychotherapy requires an active effort on your part. Together with the therapist, you will choose how to approach your concerns. To be successful, you will have to work toward your goals both during sessions and at home.

Psychotherapy has both benefits and risks.

- Psychotherapy has been shown to reduce feelings of distress, create better relationships, and resolve specific problems. Therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress.
- Risks include experiencing uncomfortable feelings such as sadness, guilt, anxiety, anger, loneliness, and helplessness that may be part of the process of change. Relationships may also be affected. Side effects or risks of side effects from any psychotropic medications should be discussed with your physician.

Your experience may be similar to or vary from those described above.

There are two main steps in psychotherapy.

- **The first step is assessment.** You and your therapist will spend time evaluating your needs and your goals and gathering pertinent information. A **treatment plan** will be completed and will include an initial assessment, diagnosis (as appropriate), your treatment goals, and intervention techniques to accomplish these goals. You will then need to make a decision to continue the therapy process. If you choose not to work with your therapist, we will refer you to another mental health professional in your area. Therapy involves a commitment of time, energy, and often a financial commitment as well. Any questions you have about the process should be discussed whenever they arise. Should you choose to not pursue therapy or discontinue prematurely against your therapist's advice, your symptoms may return and/or worsen.
- **The second step is the actual therapy.** While the first step usually takes 1 to 2 sessions, the actual number of sessions needed to accomplish goals for clients will vary. Some matters are quite complex, and considerable time is needed to accomplish the goals. Other situations take less time to resolve. Your therapist will make every effort to be as time and cost efficient as possible to help you resolve your concerns. If your assessment indicates that more intensive care is appropriate for your situation, you may receive a referral to a higher level of care, either within the CFS family of services or to the provider that best fits your needs.

SCHEDULING APPOINTMENTS

Psychotherapy sessions typically last from 15 minutes up to an hour. The first session for the initial assessment may last up to 1½ hours. If there are other people joining you in a session, the session also may last longer. A session usually occurs once per week to begin with and then, as progress toward your goal for therapy is being made, the time between your sessions is spread out. In cases of a mental health emergency or "after hours" coverage, please call the office and follow the voicemail prompt to be connected with a professional counselor immediately. **For life-threatening situations, please call 911 or go to your nearest hospital.**

Due to the nature of therapy, your commitment to the therapy process is important and includes keeping your scheduled appointments. Our cancellation policy requires a **24-hour notice** of any cancellations (except for emergencies or other circumstances beyond your control). **If such notice is not given, you may be charged \$80 for a missed appointment.**

CONFIDENTIALITY

The therapy relationship is confidential. Your therapist cannot release any information about the therapy process without your written permission. This includes the fact that you are a client at CFS. Confidentiality is governed by Federal and State law, and Christian Family Solutions will abide by the law. A copy of our Privacy Practice Notice is available on our website at www.ChristianFamilySolutions.org. You may also request a written copy of this notice.

Confidentiality does have legal and ethical limitations. A therapist may break confidentiality if, in his/her judgment, it is necessary to protect the safety or welfare of the client or another person. If you threaten to hurt yourself or someone else, or raise suspicion of child abuse, or if a minor under the age of 16 reports sexual activity, your therapist may be bound by law to report it to the proper authorities.

Your therapist may discuss your case with other Christian Family Solutions professional staff including contracted consultants for purposes of effectively coordinating treatment and/or to meet state-mandated requirements.

All state-certified mental health clinics are obligated to maintain clinical records in accordance with the respective administrative rule. Christian Family Solutions is a state-certified mental health agency. We maintain an electronic record that is confidential and kept within a secure software system developed specifically for the counseling industry. All records are not only secure; they also have a redundant backup system in the event of a system malfunction. Only authorized personnel have access to these electronic records.

OUTCOMES MEASUREMENT

For quality assurance and continuous improvement in our therapy practices, CFS administers a client feedback system called “Better Outcomes Now” (BON). Your therapist will ask you to contribute feedback to your own progress during your course of treatment. This data is used to create conversations with your therapist about your treatment goals, your progress, and your therapist’s responsiveness to your needs. This progress tracking is not included in your medical record, and conversations about your progress will remain between you and your therapist. The data on your progress may also be deidentified and compiled with data from other CFS clients for research purposes. This generalized, aggregate research helps our clinicians improve their work and improves services for many people over time. You may choose to opt out of the BON measurement process, and your therapist will still build rapport and discuss progress with you. BON simply provides the context and the framework for these discussions.

CONSULTATIONS AND SUPERVISION

You or your therapist may request to consult with the agency’s supervising psychiatrist and/or psychologist regarding the course of your treatment. Also, as part of your therapist’s ongoing professional development, he/she may be receiving supervision. Your therapist will inform you at your first meeting if he/she is being supervised. Any outside-of-clinic assessments or evaluations will be handled according to the policies and procedures of the outside source.

FEES AND INSURANCE

Sessions typically can last from 15 minutes up to an hour in length with time allowed for administrative work, including record-keeping and consultations. It is important for you to be prompt for your sessions; the charge will not be reduced if you are late.

The charge for each standard session begins at \$160. The actual amount is determined by the specific procedure code utilized and your therapist’s credentials. Please review our fee schedule for the most common CPT codes <https://christianfamilysolutions.org/wp-content/uploads/2020/09/Fee-Schedule-2020.pdf>

Please see our CLIENT FINANCIAL RESPONSIBILITY AGREEMENT for additional fee and payment information. You will be required to sign the CLIENT FINANCIAL RESPONSIBILITY AGREEMENT prior to receiving services at Christian Family Solutions.

CLIENT RIGHTS AND SATISFACTION

If you consider that the services you received are unsatisfactory or think your rights have been violated, you have the right to use a grievance procedure. Please contact any Christian Family Solutions counseling office for an information packet on the procedures to follow. Or you may contact the Clients Rights Specialist to request the packet: Christian Family Solutions, Attn: Clients Rights Specialist, W175 N11120 Stonewood Drive, Germantown, WI 53022. Include your name, address, and phone number. Also, each state may establish a Patient Bill of Rights. These rights are posted in our waiting room or are available as a handout.