

Stephen M. Hjemboe, Ph.D., LLC
Licensed Psychologist
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651-776-2648

Patient Information: Office Policy, Privacy, and Informed Consent

Please read carefully and keep this sheet for your records.

About My Practice:

I provide psychological assessment and mental health treatment services for adults and teens age 17 and older. I am licensed to practice independently by the State of Minnesota Board of Psychology, which regulates the practice of psychology, and reviews and monitors the training and performance of psychologists.

This form will acquaint you with information about treatment, confidentiality, office policies, and your rights as a patient. I will be happy to answer any questions you have about these policies.

Important Information about Services

If you are here for Psychotherapy:

Your first visit will take about one hour; we will work to develop a clear, shared understanding of the reasons for your visit as well as discuss treatment options.

The major goal of psychotherapy is to help a person achieve or restore healthy psychological functioning. This is accomplished by identifying and overcoming problems and inner conflicts that might be crippling your ability to meet your personal needs, so you can achieve a more fulfilling and satisfying life. The process involves identifying treatment goals, increasing personal awareness, and undertaking the difficult and often frightening work of making the changes necessary to attain those goals.

Your psychotherapy is effective to the extent that you honestly and completely reports problems, concerns, thoughts, and feelings, and are willing to do the often hard work of facing them and trying new things that can lead to insight and relief. You may be asked to complete questionnaires or to do homework assignments. Progress in therapy often depends more on what a person does between sessions than on what happens in the session.

I. Appointments:

Psychotherapy appointments are scheduled on the hour and are 50 minutes long. Evaluation appointments may run longer. I usually see patients weekly at the beginning of treatment and less frequently as the work progresses.

If you need to reach me between office visits, such as to set up or change an appointment, call or leave a message at any time at 651-776-2648 and I will respond as soon as I am able, usually within one business day.

If your need is urgent, also consider calling your primary care physician, psychiatrist, or the **Crisis Connection at 612-379-6363.**

If you have a life-threatening emergency, **immediately call 911.**

II. Confidentiality:

Issues disclosed in session generally are protected legally as both confidential and “privileged.” Information you furnish and all other information in your chart can be accessed only by me and yourself. No treatment information will be released to persons or agencies without your written consent. However, there are legal limits to the privilege of confidentiality. These include:

1.) suspected abuse or neglect of a child, elderly person or a disabled person; 2.) when I believe you are in danger of harming yourself or another person or you are unable to care for yourself; 3.) if you report that you intend to physically injure a specific person (the law requires me to inform the threatened person as well as the legal authorities); 4.) if I am ordered *by a court* to release information as part of a legal involvement in company litigation, etc; 5.) when your insurance company requires records in connection with a claim, insurance audit, case review or appeals, etc.; 6.) in natural disasters whereby protected records may become exposed; or 7.) when otherwise required by law.

III. Record Keeping

A clinical chart is maintained describing your condition, treatment, and progress; dates of and fees for sessions; and notes describing each session. Your records will not be released without your written consent, unless in those situations as outlined in the Confidentiality section above. Medical records are kept in a locked file on site.

IV. Fees

Initial intake assessment: \$200.00 per session, up to two visits.

Psychological assessment \$200 per hour.

Psychotherapy: \$135.00 per 50-minute session

Psychological testing: \$135.00 per hour. Computer-administered testing is a flat fee of \$75.

Payments

If you are covered by insurance I will file a claim with your insurance provider. Patients are responsible for deductibles, co-insurance, and co-payments. If you have a copay, *by law* it is due at the time of the session unless other arrangements have been made. If you have a deductible or a percentage payment, typically I will bill you after your insurance company has paid its share. It is your responsibility to provide complete insurance information to me and familiar with your insurance benefits.

V. Cancellations and Missed Appointments

An appointment is a contract; it is important to keep your appointments. Missed appointments and late cancellations not only prolong treatment but deprive others of the use of that time - and they are costly to me. Because insurance companies do not reimburse for failed appointments, patients are charged **\$50 for each missed appointment**. Cancellations less than 24 hours in advance are treated as misses, unless you are ill, a family member you must care for is ill, or it would be dangerous to travel. If you cancel late because of a work conflict, please understand that **you will be charged** the \$50 fee. The reason for this is that I am also working when I see you, and expect that my need to work be respected equally with yours. There are also practice expenses which must be covered.

Your Rights as a Patient

Your rights as a patient include the right to:

- Be treated with courtesy and respect for your individuality by your therapist.
- Appropriate care based on individual needs. The care should enable you to achieve your highest level of mental functioning.
- Be given complete and current information concerning your diagnosis, treatment, alternatives, risks and prognosis. This information should be in terms and language that you can understand. You have the right to refuse this information.
- Participate in the planning of your health care. This right includes the opportunity to discuss treatment and alternatives with your therapist.
- Be cared for with reasonable regularity and to not be arbitrarily transferred or discharged.
- Refuse treatment.
- Consent to or refuse participation in experimental research. Your consent or refusal must be documented in your records.
- Respect for the privacy of your mental health care. Case discussion, consultation, examination and treatment are confidential and must be conducted discreetly.
- Have your records to remain confidential, and refuse their release to someone outside the facility. You must be notified if someone outside the facility requests your records. Copies of your records shall be made available in accordance with Minnesota Statute section 144.335.
- Have your therapist encourage and assist you in understanding and exercising your rights. Voice grievances and recommend changes to your therapist without fear of retaliation. If you cannot achieve satisfaction by discussing your concern with your therapist, you have the right to file a grievance with the Minnesota Board of Psychology.