



Counseling Disclosures, Policies, and Consents

Welcome and thank you for choosing Willow Oaks Counseling for your counseling concerns. This document provides you with information about the nature of our work together, office policies, and your rights. **Please read carefully and inquire if you have any questions or need further clarification:**

Counseling is a collaborative process and is most effective when client and therapist have a good working relationship. The initial appointment is a consultation to determine counseling fit and recommendations for next steps. Should we agree to work together, counseling goals and a plan for treatment will be established. Willow Oaks Counseling utilizes a variety of approaches based on the presenting concerns, your preferences and feedback, and my assessment of treatment needs. These include, but are not limited to, Cognitive-Behavioral (CBT), Dialectical (DBT), Family Systems Therapy.

Confidentiality: Our work together and your status as a client is confidential and will not be disclosed to anyone without your permission. However, there are situations where legal obligations require the release of protected information, as follows: 1) there is a reason to believe there is immediate danger to yourself or others, 2) situations involving abuse of children, elderly adults, or disabled individuals, or 3) a court order for client records. To provide high quality care, Willow Oaks Counseling may consult from time to time with other professionals. Confidentiality regarding client identity and personally identifiable information will be protected. As the client I understand Administrative personnel has access to confidential info and will handle this information with highest ethical standard. If a client wishes to include others in their treatment planning, and for coordination of care, a separate Consent for Release of Information Form will be signed.

Telephone Calls and Emergency Procedures: As a private practice clinician Willow Oaks Counseling is unable to provide on-call or emergency services. In a case of a crisis or emergency, contact Crisis Intervention at 717-394-2631 (for Lancaster County), the National Suicide and Crisis Lifeline at 988, or go to your local Emergency Room. Every attempt will be made to return calls and messages within 24 hours during normal business hours. Please limit phone calls to scheduling changes or matters that can not wait until your next appointment.

Appointments and Canceling: Your appointment time is reserved for you. Clients may cancel or reschedule appointments by phone or email with a minimum of 24-hour notice. Monday cancelations should be made by the previous Friday if possible. Missed appointments and cancelations made with less than 24-hour notice will be charged the regular session fee. Fees for Dannel Wissler, LPC Counseling is \$70.00 (60 minutes).



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By signing the credit card consent form clients agree to provide credit card information, which will be securely stored, for the purpose of Telehealth (video or phone) appointments, late cancelations, or missed appointments. Cash, check, major credit cards, Health Savings Accounts (HSA), and Flexible Spending Accounts (FSA) are accepted.

Insurance: Willow Oaks Counseling does not contract with insurance companies. However, if clients have an out-of-network benefit, Willow Oaks Counseling can provide you with a form that you may submit for possible reimbursement from your insurance company. Please be aware that submission of claims to insurance requires a diagnosis. If clients have a Health Savings Account (HSA) or a Flexible Spending Account (FSA), they may be able to use those plans to cover fees. Please check with your plan administrator to determine eligibility.

Privacy Practices, Records, and Your Rights: As a client you have received, as part of the Intake Paperwork, a separate document that describes your rights and my responsibilities regarding privacy, your records, and use of your information. This information is part of HIPAA (Health Insurance Portability and Accountability Act) and is also posted at the Willow Oaks Counseling office.

Confidentiality of email, text, and video communication: Willow Oaks Counseling uses a secure electronic health records system through which confidential messages and documents may be transmitted. Video appointments are conducted using a secure Telehealth platform. Texts are not secure mediums of communication and personal information could be accessed by others. Therefore please limit texts to scheduling or other general inquiries. Should clients choose to text, do so with the understanding of the risks.

Termination: Clients may decide to end treatment at their discretion. It is good practice to discuss termination and identify a plan to maintain your progress. There could be times when Willow Oaks Counseling initiates termination - when a higher level of care is warranted, if I feel unable to help you, or if the presenting concern is outside of our expertise. Clients will be assisted with referrals if that is the case. Once clients have concluded their work, they will no longer be considered a client. Should you wish to resume services with me, it would be considered a new episode of therapy.

Your signature below indicates that you have read and understand the policies described and agree to the terms of this counseling agreement. Please keep a copy of the document for your reference.

I have read and I agree to Counseling Disclosures, Policies, and Consents

Signature of Client or Legal Guardian

DOB

Date

Sign Full Name

MM-DD-YYYY

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