

New Client Information Packet

D'Elia Family Solutions Counseling & Coaching

Welcome to D'Elia Family Solutions Counseling & Coaching. As a new client, it is important that details about treatment, your rights, and other information are readily available to you. Please read this new packet carefully and sign and date the last page. The rest of the packet is yours to keep for future reference.

If you have trouble reading this packet, please download a free copy of Read Aloud from www.cnet.com and that will assist you with reading the document.

Phone: (919) 825-1704 Email: Lori.delialmft@gmail.com

Office Locations and Hours of D'Elia Family Solutions Counseling & Coaching

Coaching/Consulting is based out of:

1405 Hillsborough St.

Suite 206

Raleigh, NC 27605

Fees:

The fee for 50 minute sessions is \$90. Full payment is expected at the time of session. Payment can be made by cash, check, or credit card. If for any reason a check is returned, payment for the returned check as well as a \$35.00 fee will be required. Also, if a check is returned, cash payment must be made for all future sessions.

Confidentiality:

At D'Elia Family Solutions, Counseling & Coaching, we hold in confidence all information obtained, generated, or documented in the course of providing therapy/coaching with the following exceptions:

- a. Threat of serious harm to self or others;
- b. Reasonable suspicion of child abuse, or neglect of a child, or abuse, neglect or exploitation of an incapacitated or dependent adult;
- c. Court order;
- d. Voluntary written release signed by client or guardian; and
- e. During supervisory consultations

Many of our clients choose to be seen in a couple or family situation. Couple and/or

family client records are the property of the couple and/or family and the couple and/or family has access to those records. It is essential that the client is aware that things that are said to the coach/consultant can become part of the couple and/or family record and that all members of the client couple and/or family have access to the couple and/or family record.

We value your confidentiality greatly and in the event of an unexpected event causing death or permanent impairment of the coach/consultant, client records and files will be managed by another licensed marriage and family therapist who will provide a referral and transfer files if necessary. By signing this form, you authorize this to occur.

Course of Treatment:

Our coaching/consulting relationship will commence with a telephone intake that will take basic information from the client and set up an appointment. All sessions are 50 minutes long and there is a 24-hour cancellation policy. Our initial appointment will usually involve all members related to the reason for seeking out coaching/consulting services. Assessment is done over a course of one to several sessions depending on the situation. Goal setting is an on-going process and will take place over the course of the assessment session or sessions. After an initial assessment is done, a diagnosis may or may not be offered. Once the initial assessment is complete, a treatment plan will be discussed with the client. In both coaching and consulting we generally aim to be brief in our work with a client, however, the length of treatment varies and we believe treatment lasts as long as it takes to resolve the issues and as long as progress is being made, which cannot always be predicted.

Cancellation Policy:

There is a standard cancellation policy that requires 24-hour notice for a cancellation. If less than 24 hours is given for a cancellation, the full fee will be charged. If a client does not show for the appointment, the full fee is charged. Emergencies are considered on a case by case basis. Clients may cancel through voice messages, e-mail, or text message. If a client cancels three times throughout the course of treatment, it is assumed that now may not be the appropriate time for therapy. The therapist will address the repeated cancellations with the client and decide how to proceed.

About the Coach/Consultant:

Lori D'Elia is a licensed Marriage and Family Therapist as well as a Certified Professional Life Coach. She is trained to work with individuals, couples, families, and groups with a variety of issues. Her specialties include, but are not limited to, the

following: family issues; high-risk and vulnerable youth and their families; couples with intimacy and sexual issues; families with members with disabilities; couple issues; lesbian, gay, and bisexual individuals, couples, and families; transgender youth and their families; transgender individuals and couples; families dealing with chronic pain; sexual trauma; marital issues; blended and/or divorced families and couples; individual issues; depression; anxiety; trauma; panic; social issues; and life cycle adjustments.

Notice of Privacy Practices:

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. This page summarizes how we handle your health information. Please review this material carefully and sign the next page.

How We May Use and Disclose Your Health Information

We use health information about you for treatment, to get paid for treatment, for administrative purposes, to evaluate the quality of care that you receive, and to collaborate with other health care professionals in your treatment. In most cases, we will ask for your written authorization before using or disclosing your health information. If you sign an authorization to disclose information, you can later revoke it to stop any further uses or disclosures.

Your Rights

In most cases, you have the right to look at or get a copy of your health information. If you request copies, we may charge you a reasonable fee. If you believe that your health information is incorrect or information is missing, you have the right to request that we correct the existing information or add the missing information.

Our Legal Duty

We are required by law to protect the privacy of your health information, provide this notice about our privacy practices, follow the privacy practices that are described in this notice, and seek your acknowledgement of receipt of this notice. Please feel free to ask any questions about these policies.

Privacy Complaints

If you are concerned that we have violated your privacy rights, our privacy policies, or if you disagree with a decision we made about access to your health information, you may contact us. You also may send a written complaint to the US Department of Health and Human Services.

I have read and understood D'Elia Family Solutions Counseling & Coaching's New

Client Information Packet and have discussed any concerns or questions pertaining to the information in this packet with my Coach/Consultant. (Each adult needs to sign). I have received and reviewed D'Elia Family Solutions Counseling & Coaching's Notice of Privacy Practices.

Client's Signature (or Guardian, if under 18) Date

Client's Signature (or Guardian, if under 18) Date

Client's Signature (or Guardian, if under 18) Date

Client's Signature (or Guardian, if under 18) Date

Client's Signature (or Guardian, if under 18) Date

Therapist's/coach's Signature Date