

## Dr. Nancy L. Sack Office Policies

### Welcome!

In order to minimize confusion, we have prepared the following explanation of some of our policies. Discuss any questions you have with Dr. Sack.

**Psychotherapy sessions** are typically 45-55 minutes in length and generally begin and end punctually. Your appointment time is reserved only for you and, unlike physicians and other professionals, only one client can be booked in any given appointment hour. Therefore, **you will be billed for missed appointments and for appointments canceled less than 48 hours in advance.** Insurance companies will not pay for missed appointments and you will be responsible for the full fee.

**Telephone** consultation is not an effective substitute for regular therapy sessions and is limited to emergencies. Dr. Sack generally can be reached at (334) 590-8492. If you are calling with an emergency, please indicate this in any message you leave. Your call will be returned as soon as possible. If Dr. Sack is not immediately available and you are concerned about your safety or your behavior might be dangerous to others, you are advised to call a friend or relative, call 911, go to the emergency room, and/or call the Suicide Hotline (1-800-273-8255) for assistance. You authorize Dr. Sack to contact you through her use of a land line or cellular telephone. You consent for Dr. Sack and/or her agents to contact you via telephone, including wireless numbers (which could result in a charge to you), email address, and text messaging accounts associated with you. Methods of contact may include using prerecorded/artificial voice messages and/or use of automatic dialing devices. Telephone consultation is billed at the regular rate.

**Billing** for an initial session is at the rate of \$225.00. Subsequent standard sessions are charged at the rate of \$175.00 per 45 minute session. Psychological testing, evaluation of test results and other accumulated data, and report preparation are billed at the rate of \$225.00 per clock hour and will be paid in advance. Depositions, court appearances and other legal involvements are billed at \$225.00 per clock hour from door to door and must be paid prior to the service being rendered. There is a returned check fee of \$30.00. All charges and rates are subject to change. Whenever possible we will, at your request, bill your insurance carrier, or the agent of your insurance carrier, directly. We cannot guarantee that we can provide this billing service. **We cannot guarantee if or what your insurance company will pay Dr. Sack or will pay you to reimburse you for services provided.** The first session must be paid in full regardless of insurance coverage. Discuss this with Dr. Sack if it is a concern for you. If using in-network insurance coverage, all co-pays, co-insurance and deductibles are due at the time of service. All no insurance or out-of-network insurance sessions will be paid in full during each session, regardless of your insurance coverage. Payment forms accepted include credit card, MSA, HSA, FSA, check, money order, or cash. Outstanding balances are avoided. Balances older than 30 days will be subject to a monthly service charge. Should collection action become necessary, you accept that all collection agency fees (35%), attorney fees, and court costs charged are a legal and lawful part of your debt. Such collection action will necessitate the release of your name and other relevant and identifying information to the collection agency.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name of Client

**Written reports are prepared only when specifically requested.** Reports will be released upon full payment of fees. Fees are due at the time services are rendered. Reports for physicians, lawyers and other professionals will be billed directly to the client at a rate of \$225.00 per clock hour. Payment for reports will be made prior to preparation of any and all report.

**Ending your treatment** is a very important part of the therapy process. When you are considering ending your therapy, it is important to give adequate notice to Dr. Sack so that the therapy relationship can be ended responsibly, the ending can be carried out in a manner helpful to you, and the ending is consistent with your treatment goals. The definition of adequate notice will depend on the length and frequency of the treatment period.

**Confidentiality** means that your records and other information regarding your treatment will be released only with your consent. Dr. Sack does not use cloud writing or storage of Clinical Information and uses a computer for writing and storing Clinical Information that is online very rarely. Although the confidentiality of psychological treatment is recognized in federal and state law, there are limits to confidentiality, some of which are explained below.

- a. Should your psychologist believe that you pose a threat to yourself or others, she will take actions necessary to prevent harm.
- b. Psychologists, like other professional, are required by law to report known or suspected child and elder abuse and/or neglect to the proper authorities (e.g., Department of Human Resources).
- c. Some courts have decided that the court's need for information regarding parents supersedes the need for confidentiality in psychological treatment when custody and parental rights are at issue. In some such cases, information regarding treatment has been ordered released without the consent of the client or the parent of the client.
- d. If you choose to use your health insurance to obtain reimbursement of payment for services, release of information regarding diagnosis and treatment is required to file claims and the insurance company has the right to review records of your assessment and treatment.
- e. In order to develop a therapeutic relationship, children need a sense of privacy regarding their conversations with their therapist. Therefore, when the client is a child, the psychologist will share information with parents regarding the progress of therapy without necessarily revealing specific details of the content of therapy sessions. Often, for purposes of seeking psychological treatment, an individual is considered to be an adult at the age of 14. Information regarding an adolescent (14 years or older) may be released to or discussed with parents only with the permission of the adolescent. Such communication is generally strongly encouraged by the psychologist. The psychologist will also share information if she believes the client's safety or welfare to be in jeopardy.

---

Date

---

Printed Name of Client

Dr. Nancy L. Sack Office Policies

f. If you initiate a lawsuit (e.g. alleging emotional or mental distress or against a treatment provider) you may in so doing waive the confidentiality of your records.

g. In some cases, law may allow all parents, regardless of custody status, access to treatment records of minor children.

**Facsimile** (fax) machines, telephones (including cellular), USPS, texting, email, insurance company websites, insurance company agents websites, and insurance billing sites are sometimes used to communicate identifying Billing and Clinical Information to insurance companies and other parties.

My signature indicates that I have read, understand, and consent to the policies described above and that I have received a copy of these policies.

\_\_\_\_\_  
Printed Name of Client

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date