

Jack Tracy II, Ph.D. Psychological Services, PLLC  
1006 24<sup>th</sup> Ave N.W., Suite 100  
Norman, OK 73069  
Phone: (405) 801-2836 Fax: (405) 801-2846

**NEW PATIENT INFORMATION**

Patient Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Gender:  M / F / Other  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Preferred Contact Number: \_\_\_\_\_ Other: \_\_\_\_\_ Ok to leave a voicemail?  Y / N  
Ok to text appointment reminders?  Y / N Preferred Number to text: \_\_\_\_\_  
Email: \_\_\_\_\_ Would you like to receive secure emailed appointment reminders?  Y / N  
Emergency Contact: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship to patient: \_\_\_\_\_  
Who referred you to my office: \_\_\_\_\_  
Please list the main reasons for seeking psychological services: \_\_\_\_\_

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**IF PATIENT IS A MINOR, PLEASE COMPLETE THE SECTION BELOW:**

Legal Guardian Name(s): \_\_\_\_\_ Relationship to child: \_\_\_\_\_  
Legal Guardian Mailing Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Preferred Contact Number: \_\_\_\_\_ Other: \_\_\_\_\_ Ok to leave a voicemail?  Y / N  
Ok to Text Appointment Reminders?  Y / N

If parents are separated or divorced, OR you are not the parent, please provide the name of the other parent/guardian(s) not listed above and their contact information:

Name: \_\_\_\_\_ Relationship to child: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Preferred Contact Number: \_\_\_\_\_ Other: \_\_\_\_\_ Ok to leave a voicemail?  Y / N

**BILLING INFORMATION:**

Person responsible for the Bill: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Preferred Contact Number: \_\_\_\_\_ Other: \_\_\_\_\_ Ok to leave a voicemail?  Y / N

**PRIMARY INSURANCE INFORMATION**

Insurance Company: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
Insurance ID#: \_\_\_\_\_ Group #: \_\_\_\_\_  
Policy Holder's Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**PLEASE COMPLETE SECTION BELOW FOR ANY SECONDARY INSURANCE**

Insurance Company: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
Insurance ID#: \_\_\_\_\_ Group #: \_\_\_\_\_  
Policy Holder's Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

# Jack Tracy II, Ph.D. Psychological Services, PLLC

1006 24<sup>th</sup> Ave., NW, Suite 100, Norman, OK 73069

Phone: (405) 801-2836 Fax: (405) 801-2846

## Effective 07/01/2021

Welcome to my practice. I appreciate your seeking services at my office and hope that the information and policies contained here answer any questions you have about the services and costs associated with your evaluation or treatment. The following guide explains the policies concerning my qualifications, services, fees, appointments, insurance and confidentiality. **Although this document is long, it is important that you read it carefully.** You will also need to review the Notice of Privacy Policies document located at my office. If you would like to write down questions you might have, I would be more than happy to discuss them at our next meeting. When you initial and sign this document, it will serve as an agreement between us.

## PSYCHOLOGICAL SERVICES AND QUALIFICATIONS

**Please arrive 15 minutes early for your first appointment and bring all paperwork and insurance card(s) if we are filing insurance for you or your child.**

I am happy to provide a variety of services to children, adolescents and adults. These services include diagnostic evaluations, individual therapy, family therapy, couples therapy and psychological assessment/testing. It is important that you fully understand the service(s) that you or your child will be receiving in my office. I do not provide court-related or forensic services. I do not provide court testimony, forensic assessment, custody evaluations, or other services for court, or legal purposes. My services are limited only to enhancing the health and functioning of my clients. If a child/adolescent presenting for therapy is not in the custody of his/her biological parents, please come prepared with documentation regarding legal guardianship and/or contact information for his/her DHS caseworker.

**Psychotherapy:** There are many theories and techniques used to define psychotherapy services. How psychotherapy ultimately looks depends upon the psychologist, patient and the particular topics discussed. I generally utilize Cognitive Behavioral Therapy (CBT), but often integrate a variety of methods from other theories to address your specific issues and modes of understanding your world. As a psychotherapist that uses CBT, I believe that our thoughts and behaviors work together to impact the way that we feel.

For psychotherapy, I will typically conduct an initial evaluation session that lasts an hour followed by an additional 1 to 2 sessions of 50-55 minutes to develop a detailed treatment plan. This evaluation typically involves taking a detailed history, including the issues that bring you to psychotherapy and may involve completing testing (such as questionnaires). If you have questions about my procedures, we should discuss them as they arise.

**Psychological Assessment:** Psychological assessments are not the same as psychotherapy services, although they are typically conducted to assist in treatment planning, which may include recommendations for certain types of therapeutic interventions. I do not conduct psychological evaluations for forensic or court purposes. Psychological assessments vary in length and cost depending on the type of testing required. Psychological assessments require several hours to complete because of the number of components including interviews, test administration, scoring of tests, interpretation of evaluations and report writing. The amount of time required to complete an assessment varies depending on the goals for the evaluation, but typically ranges from 4 to 12 hours. If you are being referred by another professional for psychological assessment (such as a physician or another mental health professional), it is very helpful to have that professional fax me a brief note indicating the purpose of the evaluation before I see you and/or your child.

Typically, a very young child's first appointment (6 years and younger) is 1 hour in length and my preference is to first meet with the parents alone for the first appointment (a diagnostic interview), during which I

gather information about the problems the child is having as well as conduct a thorough Developmental history. Then I will meet with the young child at a separate appointment followed by an additional appointment with the parents where I review my findings and recommendations.

For elementary age children (7 to 12-years-old) and adolescents (13 to 17-years-old), initial appointments take about 1 hour and involve meeting with the child and their parents to conduct a diagnostic interview. A second appointment lasting approximately 1-3 hours will be used for conducting testing with the child and collateral testing regarding the child with the parents. Additional testing may also be scheduled depending on the reasons for the evaluation. For example, testing for learning disabilities requires more testing sessions of various lengths. As with younger children, a separate appointment will also be scheduled when the test results and recommendations will be discussed with the parent and child.

The first testing appointment for an adult is about 3 hours and involves an interview and required testing. Again, additional testing may also be scheduled depending upon the reasons for the evaluation. A separate appointment will be scheduled to review test findings and to make recommendations.

Finally, psychological evaluations are not always covered by insurance at the same benefit as psychotherapy services and often require preauthorization. While I will attempt to check this benefit and obtain prior authorization for insurance companies for which I am a provider, it is ultimately your responsibility to know your insurance policy benefits and insure that any needed authorizations are obtained prior to my conducting the evaluation.

## **APPOINTMENTS**

**For your first appointment, please arrive at least 20 minutes before your scheduled appointment time so that you can check in at the front desk, review the Notice of Privacy Policies and Practices and complete any additional forms. If you are using insurance, please bring your insurance card with you.**

When an appointment is made, that time is reserved and cannot be given to another client. It is very important that appointments be kept. If an appointment time needs to be rescheduled or canceled, please call the office so that the time may be made available to others. **ANY MISSED APPOINTMENT OR LATE CANCELLATION (NOT CANCELLING AT LEAST 24 HOURS IN ADVANCE), WILL BE CHARGED A FEE OF \$55.00** unless the late cancellation is made necessary by a **genuine emergency**. Appointments may be canceled by leaving a message on my confidential voicemail or letting a receptionist know during regular office hours. Insurance will not pay for missed appointments and the client or their guardian is solely responsible for paying for this fee. Payments for missed appointments are due with the regular fee at the next visit.

If two or more regularly scheduled (i.e. standing) appointments are cancelled, late or missed, I reserve the right to make that appointment time available to other clients without prior notification.

**Phone Sessions:** A phone session occurs when the therapist and client (or family member) carry on a conversation of a therapeutic, problem-solving or information-exchanging nature. This includes when a client or guardian of a child client agrees for me to conduct a professional consultation with other individuals pertaining to the client's treatment or evaluation (e.g., teacher, physician, therapist, etc.). Short phone calls (under 5 minutes) are not considered sessions. Longer phone calls, however, will be charged as a telephone consultation and will be charged at the rate stated on the fee schedule. The fee for a phone session will be due at the next scheduled visit. Phone sessions will be indicated as such and are not reimbursed by insurance, but are the responsibility of the client or the guardian of the client.

**PROFESSIONAL FEES**

Initial Diagnostic Interview	60 minutes.....	\$200.00
Individual Therapy	45 minutes.....	\$175.00
Couples or Family Therapy	45 minutes.....	\$175.00
Psychological Assessment	Per 60 minutes.....	\$175.00

For each hour spent administering tests, there is typically an additional hour charged to score, interpret and prepare the report.

Telephone Consultations longer than 5 minutes, per quarter hour or any portion thereof.....	\$43.75	
Any additional consultation of services performed on behalf of the client per hour.....	\$175.00	
No Shows or appointments cancelled less than 24 hours ahead of time.....	\$55.00	
Forensic/Court-Related Services	Per hour.....	\$400.00

As noted previously, **I do not provide court-related services** except when someone has broken this agreement with me and I am compelled by the court to become involved with court related matters (e.g.; testifying in court under subpoena, participating in a deposition, preparing for court services, consulting with my personal attorney due to being compelled to be involved in court-related matters.

Please note that your fee may differ slightly from those listed for evaluation, therapy or testing if you are a client

**BILLING AND PAYMENTS**

Payment for services is due at each visit unless other arrangements are made prior to the session. I currently accept cash, check, MasterCard, Visa, Debit and Discover Card payments. **Make checks payable to Jack Tracy II, Ph.D.** In circumstances of unusual financial hardship, I may be willing to negotiate a fee adjustment or payment installment plan. It is my policy that the parent or guardian who initiates services for a child is the party responsible for payment. In cases where parents are divorced and separate appointments are required, payment is expected at the time services are rendered, regardless of which parent accompanies the child/attends the appointment. Shared financial arrangements between parents should be worked out between the parents involved.

**If doing teletherapy visits, you must call in any payment due prior to the start of the appointment. My receptionist will take your payment over the phone.**

**Delinquent Accounts:** If your account has not been paid for more than 60 days and arrangements for payment have not been agreed upon. I have the option of using legal means to secure payment. This may involve hiring a collection agency or going through small claims court. If such legal action is necessary, the associated costs will be included in the claim. In collection situations, the only information I would release is the patient’s name/person responsible for payment, the nature of services provided (e.g., family therapy, individual therapy, psychological testing) and the amount due.

**Missed Payments:** Unless other arrangements are made prior to services, services may be discontinued for missing payments on 2 consecutive sessions. Finance charges are also applicable if you do not make a payment within 30 days. Late charges are computed at 1.5% monthly (18% annually) for any balance over 30 days old. Final payment is expected on behalf of the client before any reports, including psychological evaluations, are released, except in the case of emergency. A \$ 25.00 charge is added for any returned check or failed credit card transaction.

## **MEDICAL INSURANCE**

In order for us to set realistic treatment goals and priorities, it is important to evaluate the impact of the resources you have available to pay for treatment or testing services. Services provided are covered under most health insurance policies under outpatient psychiatric treatment or psychological testing. However, some companies reimburse mental health services at a different rate from other medical services. Most policies have annual deductibles by individual, family or health condition. Some companies set annual limits in dollars or number of visits allowed per year. Since benefits are so varied, each client should review his or her policy carefully and be aware of the benefits or limitations involved.

Currently, I am an approved provider for the following insurance companies:

***Health Choice, Blue Cross/Blue Shield, Aetna, Medicare***

If your insurance company is not on this list, we can usually still file claims with them. Exceptions include if you are enrolled in an HMO insurance plan. *HMO's will not* usually reimburse for services since I am not an HMO provider. You will need to pay for the services. Regardless of whether I am a provider for your insurance, I will fill out forms and provide you with whatever assistance I can in helping you receive the benefits to which you are entitled; however, you (not your insurance company) are responsible for full payment of the charges incurred. It is very important that you are aware of exactly what mental health services your insurance policy covers. To do this, you should carefully read the section in your insurance coverage booklet that describes mental health services. If you have questions about your coverage, call your plan administrator.

Many insurance companies require that you authorize me to provide them with a clinical diagnosis. Sometimes I have to provide additional clinical information such as treatment plans or summaries, or copies of the entire record (in very rare cases). This information will become part of the insurance company files and will probably be stored in a computer. Though all insurance companies claim to keep such information confidential, I have no control over what they do with it once it is in their hands. In some cases, they may share the information with a national medical information databank. I will provide you with a copy of any report I submit, upon your request.

Once you have all of the information about your insurance coverage, we can discuss what we can expect to accomplish with the benefits that are available and what will happen if they run out before you feel ready to stop our therapeutic relationship, or if they do not cover services that I deem necessary for me to provide so that therapy or evaluations can be done in the optimal manner. It is important to remember that you always have the right to pay for services yourself instead of submitting to the insurance company.

## **CONFIDENTIALITY AND PRIVACY INFORMATION**

Records of your service activities are confidential and will not be released without the client's (or guardian's) specific written consent, except under the exceptions listed below. I may use or disclose your Protected Health Information (i.e., information in your health care record that may identify you) for treatment, payment and health care purposes with your consent. You may revoke such consent in writing at any time. You may not revoke an authorization to the extent that (1) we have taken action in reliance on the authorization or (2) if the authorization was obtained as a condition of obtaining insurance coverage and the law provides the insurer the right to contest the claim under the policy. Your psychological records will be kept for a minimum of 10 years after your last session. The confidential records will be disposed of in a manner appropriate to maintain confidentiality. The exceptions to confidentiality are:

1. If the therapist suspects that child abuse or neglect has occurred or that a vulnerable adult has been abused or neglected, the law requires that it be reported to the proper authorities. This includes suspected mental or emotional abuse of a child who has witnessed domestic violence.
2. If the therapist believes that you are a clear and imminent danger to yourself or another person, the therapist may notify appropriate others to prevent that occurrence (i.e., statements of suicidal or homicidal intent).

3. If it becomes necessary to contact an attorney or a collection agency, then your name, identifying information about how to reach you and amount owed become available to these agents.
4. In legal proceedings, patient/therapist communications are privileged with the following exceptions. A judge's court order is required for such information to be released or the patient's written release for the information. Examples of when a judge might subpoena your record include, but are not limited to:
  - a. If your mental status is an issues for the court;
  - b. The judge feels that communications are necessary to the proper administration of justice.

#### **PATIENT RIGHTS** (in accordance with HIPAA)

(A complete copy of my Privacy Notice is available when you check in at the office.)

**Right to Request Restrictions:** You have the right to request restrictions on certain uses and disclosures of protected health information about you. However, I am not required to agree to a restriction you request.

**Right to Receive Confidential Communications by Alternate Means and at Alternative Locations:** You have the right to request and receive confidential communications of Protected Health Information by alternative means or alternative locations (i.e., you may not want a family member to know you are being treated in my practice and may request we send bills to a different address).

**Right to Inspect and Copy:** You have the right to inspect and/or obtain a copy of your Protected Health Information in my mental health and billing records used to make decisions about you for as long s the information is maintained in the record.

I typically request that the review be conducted in my presence so that I can answer any questions that you may have. I may deny your access under certain circumstances (for example, but not limited to: if I believe it isn't in your best interest to review the record; therapy notes are generally not released; information released to me by other providers cannot be released). In some cases you may have this decision reviewed. A copying charge not to exceed \$0.25 per page will apply.

**Right to Amend:** You have the right to request an amendment of your Personal Health Information for as long as information is in your record. I may deny your request, but will discuss the reasons for such a denial.

**Right to an Accounting of Disclosure:** You generally have the right to receive an accounting of disclosures of your Personal Health Information.

**Psychologist's Duties Under HIPAA:** HIPAA requires that you read my Notice of Privacy Practices which is a separate document from this one. Copies of the notice are always located in the binder on the front reception desk so that you can review it at any time. You can also request a copy of that notice for your own records. I, and the staff in my office, am required by law to maintain the privacy of your Personal Health Information and to provide you with a notice of our legal duties and privacy practices with respect to your record. I will abide by the terms in this policy, unless we notify you of changes. You will be provided with copies of new policies or procedures. Further, you should be aware that pursuant to HIPAA and professional ethics codes, I keep professional records containing your Protected Health Information in parts of your file.

#### **MINOR CHILDREN IN TREATMENT**

Patients under the age of 18 who are not emancipated and their parents should be aware that the law allows parents to examine their child's treatment and evaluation records. Both custodial and non-custodial parents are afforded this right to medical records under Oklahoma law. Because privacy in psychotherapy is often crucial to successful progress, particularly with teenagers, I generally recommend that parents consent to give up their access to their child's therapy record. If parents agree to this during therapy, I will provide them only with general information about the progress of the child's treatment and his/her attendance at

scheduled sessions. With young children, I typically do have frequent collateral meetings with parents given that treatment typically involves assistance from their parents (e.g., when behavioral therapy is the primary type of therapy) additional documentation of such meetings are also recorded in the child's medical record. Family meetings may be recommended when I believe that they would be helpful in a child's treatment, too. If I feel that the child, of any age, is in danger or is a danger to someone else, I will notify the parent/guardian of my concern. If I am conducting a psychological evaluation of a child, I typically send the report to the child's parent or legal guardian.

#### **COURT TESTIMONY AND LEGAL INVOLVEMENT**

As noted previously, I do not provide court testimony, forensic assessments, custody evaluations, or any other services for court or legal purposes. My services are limited only to enhancing the health and functions of my clients. If you are seeking a psychologist who can testify on your behalf, such as in a custody or criminal case, I will be happy to refer you to other psychologists who do provide those services. By signing this agreement and beginning either your or your child's evaluation or treatment with me, you agree that none of our conversations, treatment, diagnoses, etc. can be used for any legal purposes, and that my records and/or oral testimony cannot be compelled in any case. If a subpoena is issued requiring my appearance or for my records and/or oral testimony, you will then be billed for any attorney fees, costs and/or expenses incurred for the time required to comply with or quash the subpoena and for my time related to dealing with the subpoena. Because of the difficulty of legal involvement, I charge \$ 350.00 per hour of time spent in preparation, travel, consultation, appearance, etc and require that a retainer be paid in advance. These fees are not covered by insurance and is your sole responsibility.

#### **IMPAIRMENT FROM ALCOHOL OR OTHER SUBSTANCE**

I respectfully request that you be free from alcohol or other intoxicants prior to coming in for an evaluation or therapy session so that we can have the best chance of being successful in our work together. If, during an appointment, I come to believe that you are impaired in some way because of substances, then I will address that concern to determine if we can continue. If in fact you are "intoxicated" for whatever reason, we will stop the session and I will make arrangements for you to get back to your residence "safe and sound." This may involve calling a friend, relative or a cab. Then too, I will request your car keys so that you will not be tempted to continue driving while impaired. If, for some reason, you refuse to cooperate, I could be forced to call the authorities to insure your safety and the safety of others.

#### **EMERGENCIES**

If you are experiencing a physical emergency, please call your local emergency numbers. If you are experiencing a psychological emergency, please, call Dr. Tracy at his office (405) 801-2836. If you cannot contact Dr. Tracy at his office you may call him on his cell phone (405) 213-6130. I will return your call as soon as I possibly can. You can also go to your nearest emergency room for assistance. When I am on vacation or otherwise unavailable, I will leave the name and phone number of the professional covering for me on my voicemail and with the receptionist. My policies will be in effect for that coverage as well.

#### **PRACTICE STATEMENT**

My office is located in the Aurora Professional Center, which also houses several other mental health professionals. We are each independent practitioners who share certain expenses and administrative functions. I assure you that my practice is completely independent from these other professionals in providing you with clinical services and I, alone, am fully responsible for those services. My professional records are separately maintained and no other professional can have access to them without your specific, written permission or in the case of an emergency during my absence which you request. You should be aware that office staff persons are employed to assist with running my practice. In most cases, I need to

share protected information with these individuals for administrative purposes (e.g. scheduling and billing). All staff members have been trained about protecting your privacy and have agreed not to release any information without the permission of a professional staff member. I may occasionally find it helpful to consult other health and mental health professionals about a case in order to provide optimal care to my clients. During such consultation, I make every effort to avoid revealing the identity of my client. The other professionals are also legally bound to keep the information confidential. If you don't object, I will not always notify you about these consultations unless I feel that it is important to our work together. I will note all consultations in your clinical record.

**YOUR SIGNATURE ON THIS FORM INDICATES THAT YOU HAVE READ THE INFORMATION CONTAINED IN DR. TRACY'S OUTPATIENT SERVICES CONTRACT AND AGREE TO ABIDE BY THE TERMS WITHIN DURING OUR PROFESSIONAL RELATIONSHIP. THIS ALSO SERVES AS AN ACKNOWLEDGEMENT THAT YOU HAVE REVIEWED THE HIPAA PRIVACY NOTICE DESCRIBED HEREIN. IF YOU ARE THE GUARDIAN OF A MINOR CHILD WHO IS THE CLIENT, YOU ARE GIVING LEGAL CONSENT FOR SERVICES FOR THAT MINOR AND ATTEST THAT YOU HAVE THE LEGAL AUTHORIZATION TO GIVE CONSENT FOR THE CLINICAL EVALUATION OR PSYCHOLOGICAL TREATMENT FOR THAT CHILD.**

Client Name: \_\_\_\_\_  
Please Print

Guardian Name (if minor): \_\_\_\_\_  
Please Print

Signature of Adult Client/Guardian: \_\_\_\_\_ Date: \_\_\_\_\_

**I also give permission for Dr. Tracy to release medical information to my or my child's (if the client is a child) insurance company or a managed care company contracted by the insurance company to manage my or my child's medical care, if necessary, for the insurance company to pay their portion of services provided at this office. I further agree to pay for any part of Dr. Tracy's services that the insurance does not pay.**

\_\_\_\_\_  
Print Name of Adult Client/Guardian

\_\_\_\_\_  
Signature of Adult Client/Guardian

\_\_\_\_\_  
Date

**If you have any questions about your privacy rights or these policies and procedures and outpatient services contract, please direct them to:**

**Dr. Jack Tracy, II Licensed Psychologist  
1006 24<sup>th</sup> Ave, NW, Suite 100,  
Norman, OK 73069-6344.**

**Thank you, and again, welcome to my practice. I look forward to meeting with you.**



## **Informed Consent for Telepsychology**

**Dr. Jack Tracy II, Ph.D. Psychological Services, PLLC**

**1006 24<sup>th</sup> Avenue, NW, Suite 100**

**Norman, OK 73069**

**Phone: 405-801-2836      Fax: 405-801-2846**

*Please sign and return to our office manager via email or fax before your first appointment:*

[normanpsychologymgr@coxinet.net](mailto:normanpsychologymgr@coxinet.net) or fax to us at 405-801-2846

This Informed Consent for Telepsychology contains important information focusing on doing psychotherapy using the phone or the internet with a focus on video (visual) based therapy. Please read this carefully and let me know if you have any questions. When you sign this document, it will represent an agreement between us.

### **Benefits and Risks of Telepsychology**

Telepsychology refers to providing psychotherapy services remotely using telecommunications technologies, such as video conferencing or telephone. One of the benefits of telepsychology is that the client and clinician can engage in services without being in the same physical location. This can be helpful in ensuring continuity of care if the client or clinician moves to a different location, takes an extended vacation, or is otherwise unable to continue to meet in person. It is also more convenient and takes less time. Telepsychology, however, requires technical competence on both our parts to be helpful. Although there are benefits of telepsychology, there are some differences between in-person psychotherapy and telepsychology, as well as some risks. For example

- Risks to confidentiality. Because telepsychology sessions take place outside of the therapist's private office, there is potential for other people to overhear sessions if you are not in a private place during the session. On my end I will take reasonable steps to ensure your privacy. But it is important for you to make sure you find a private place for our session where you will not be interrupted. It is also important for you to protect the privacy of our session on your cell phone or other device. You should participate in therapy only while in a room or area where other people are not present and cannot overhear the conversation.
- Issues related to technology. There are many ways that technology issues might impact telepsychology. For example, technology may stop working during a session, other people might be able to get access to our private conversation, or stored data could be accessed by unauthorized people or companies.
- Crises management and intervention. Usually, I will not engage in telepsychology with clients who are currently in a crisis situation requiring high levels of support and intervention.

Before engaging in telepsychology, we will develop an emergency response plan to address potential crisis situations that may arise during our telepsychology work.

- Efficacy. Most research shows that telepsychology is about as effective as in-person psychotherapy. However, some therapists believe that something is lost by not being in the same room. For example, there is debate about a therapist's ability to fully understand non-verbal information when working remotely.

## **Electronic Communications**

I primarily will work with video-conferencing telepsychology and secure phone calls, but we will decide together if other forms of telepsychology will be used. I do not provide therapy over texts, social media, or email. You may require certain computer or cell phone systems to use telepsychology services. You are solely responsible for any cost to you to obtain any necessary equipment, accessories, or software to take part in telepsychology.

For communication between sessions, please call my main office number and my office manager and secretary will assist you (405-801-2836). This includes things like setting and changing appointments, billing matters, daytime emergencies between the hours of 8:30 and 5:00), and other related issues. You should be aware that I cannot guarantee the confidentiality of any information communicated by email or text. Therefore, I will not discuss any clinical information by email or text and prefer that you do not either. Also, I do not regularly check my email or texts, nor do I respond immediately, so these methods **should not** be used if there is an emergency.

Treatment is most effective when clinical discussions occur at your regularly scheduled sessions. In an emergency, you have several choices depending on how quickly you need a response: you can consult with your local ER and ask for the psychiatrist or psychologist who is on call; you can call your insurance and alert them it is an emergency and ask for a referral to a nearby psychiatric hospital; you can call me at my office from 8:30 to 5:00 or after business hours you can call my cell phone at 405-213-6130. I will return your call within 24 hours and usually sooner. If I am unavailable, I will have another therapist in my office cover for me; call my office number and find out which doctor is covering for me. Do not text me during an emergency both to ensure your privacy; also, I won't know who you are since I do not store patients' cell phone numbers on my cell phone.

## **Confidentiality**

I have a legal and ethical responsibility to make my best efforts to protect all communications that are a part of our telepsychology. However, the nature of electronic communications technologies is such that I cannot guarantee that our communications will be kept confidential or that other people may not gain access to our communications. I will try to use updated encryption methods, firewalls, and back-up systems to help keep your information private, but there is a risk that our electronic communications may be compromised, unsecured, or accessed by others. You should also take reasonable steps to ensure the security of our communications (for example, only using secure networks for telepsychology sessions and having passwords to protect the device you use for telepsychology).

The extent of confidentiality and the exceptions to confidentiality that I outlined in my Informed Consent still apply in telepsychology. Please let me know if you have any questions about exceptions to confidentiality.

### **Appropriateness of Telepsychology**

Because telepsychology is not appropriate for every situation, I will let you know if I decide that telepsychology is no longer the most appropriate form of treatment for you. We will discuss options of engaging in in-person counseling or referrals to another professional in your location who can provide appropriate services.

### **Emergencies and Technology**

Assessing and evaluating threats and other emergencies can be more difficult when conducting telepsychology than in traditional in-person therapy. To address some of these difficulties, we will create an emergency plan before engaging in telepsychology services. I will ask you to identify an emergency contact person who is near your location and who I will contact in the event of a crisis or emergency to assist in addressing the situation. I will ask that you sign a separate authorization form allowing me to contact your emergency contact person as needed during such a crisis or emergency.

If the session is interrupted for any reason, such as the technological connection fails, and you are having an emergency, do not call me back; instead, call 911, or go to your nearest emergency room. Call me back after you have called or obtained emergency services.

If the session is interrupted and you are not having an emergency, disconnect from the session and I will wait two (2) minutes and then re-contact you via the telepsychology platform on which we agreed to conduct therapy. If you do not receive a call back within two (2) minutes, then call me on the phone number I provided you: 405-801-2836.

If there is a technological failure and we are unable to resume the connection, you will only be charged the prorated amount of the actual session time.

### **Fees**

Please call our office with your payment prior to or right after our session: 405-801-2836. Insurance companies have differing policies on whether they cover telepsychology services. My billing company, JCarman Billing & Consulting will do a benefit verification prior to your first session and my office staff will share the benefits given to us with you. Of course, this isn't a guarantee of an insurance benefit and we encourage all patients to check their policy as well. See my main Business Policy for my fee schedule and other policies regarding payments.

## Records

The telepsychology sessions shall not be recorded in any way unless agreed to in writing by both parties by mutual consent. I will maintain a record of our session in the same way I maintain records of in-person sessions in accordance with my policies.

## Informed Consent

This agreement is intended as a supplement to the general informed consent that we agreed to at the outset of our clinical work together and does not amend any of the terms of that agreement. Your signature below indicates agreement with its terms and conditions. You must also sign my regular Business Policy and Consent for Treatment Form, which is a separate document.

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Signature of Client or of the  
Legal guardian with rights for  
medical consent of a Minor Client

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Date

***Please sign and return to our office manager via email or fax before your first appointment:***

***[normanpsychologymgr@coxinet.net](mailto:normanpsychologymgr@coxinet.net) or fax to us at 405-801-2846***