



## CONSENT AND INFORMATION FORM FOR COUNSELING SERVICES

We are very pleased and honored that you have chosen Family Matters Counseling Center, LLC. Please take the time to carefully read the following information regarding some important aspects of the counseling process. If you have any questions at all, please do not hesitate to discuss them with us.

### CONFIDENTIALITY

Confidentiality refers to the process whereby the information that is shared by you with your counselor is kept private. In fact, even your identity as a client will remain confidential unless you yourself choose to disclose this information to someone else. Therefore, information regarding your counseling will not be released without your written authorization. However, please understand that in certain specific instances, there are limits to this confidentiality agreement. (1) In cases where a counselor has reason to believe that a person may be in imminent danger of harming him/herself or others, the counselor may notify the proper authorities. (2) The State of Texas mandates that any person who knows or suspects that a child, an elderly person, or a disabled person is in danger of being physically, emotionally, or sexually abused must report such abuse or suspected abuse to the proper authorities. Counselors are also required to report suspected or actual sexual exploitation of counseling clients by mental health professionals. (3) In Texas, confidentiality does not extend to criminal proceedings or to legitimate subpoenas from a judge in civil proceedings. If a court subpoenas counseling records, the therapist is required to provide the requested information.

### BENEFITS/OUTCOMES

Counseling will seek to meet goals established by the individual. A major benefit that may be gained from participating in counseling includes a reduction in distress and a better ability to handle or cope with conflict, and gain confidence and assurance. Other benefits relate to the probable outcomes resulting from continued progress and effort put into the counseling process by the individual. I will do my best to assess progress on a regular basis and solicit your feedback regarding the counseling process to help provide you with the needed help you are seeking.

### REALISTIC EXPECTATIONS

Work outside of the counseling sessions is a necessary element for success; therefore, we may ask you to perform some 'homework' related to your goals and our session content. We promise to work as efficiently as possible; at the same time, counseling may move more slowly than you anticipated. We will review your goals with you periodically, and we ask that you request a conversation about the status of our counseling whenever you have questions about progress.

### RESPONSIBILITY REGARDING APPOINTMENTS AND CANCELLATIONS

You are responsible for meeting each appointment you agree upon. However, we understand that in certain cases, unexpected things can arise which prevent individuals from being able to keep a scheduled appointment. Therefore, we adhere to the following policy. If we are prevented from keeping an appointment (e.g. due to sickness, an emergency, called out of town, etc.), we will notify you as soon as possible. Similarly, if you are prevented from keeping a scheduled appointment, we simply ask that you notify us by phone (817-361-4545) or email ([familymatters@familymatterscounselingcenter.com](mailto:familymatters@familymatterscounselingcenter.com)) **24 HOURS in advance** so that another client may have the opportunity to utilize that time slot. **If we do not receive such advance notice, you will be responsible for paying the full fee for the session you missed.**

### PHONE CONTACTS AND EMERGENCIES

Our phone is answered by voice mail 24 hours a day. Due to our work schedule, it may take several hours before we are able to return your call, with the exception of weekends and holidays. The phone number provided is not a crisis-hotline. For emergencies, please call 911.

## FEES

The per-session fee you agree to pay is to be paid at the conclusion of each session.

### *Counseling:*

#### **Dr. Robyn Bone, Ph.D., LPC**

\$140 per 50-60 minute online individual session

\$140 per 50-60 minute individual session

#### **Eureka Williams, MS, LCSW**

#### **Erin Perry, MS, LPC**

#### **Lauren Claudio, MS, LPC**

#### **Shantyl Oliver, MS, LPC**

\$120 per 50-60 minute online individual session

\$120 per 50-60 minute individual session

\$65 per 75-minute group session

#### **Shannon Watterson, MA, LPC-Associate**

#### **Andrea Talbot, LMSW**

\$100 per 50-60 minute session

Associates Can offer a Sliding Scale Fee\*

\*Based on a 50-60 minute session

\*\*Phone consultations that last longer than 15 minutes are subject to half the usual and customary fee.

### *Career Development:*

- The rate for a professional resume created by a resume expert is \$120.00.
- The rate for a cover letter added to each resume is \$60.00.

### *Testing & Assessments:*

- Usual and customary fees are between \$8.00 and \$20.00 for interest and ability testing.
- Usual and customary fees are between \$25.00 and \$45.00 for drug and alcohol assessments.
- Usual and customary fees are between \$360.00 and \$1,500 for Gifted/IQ testing and accommodation assessments.
- Usual and customary fees are between \$250 and \$500 for Pre-Surgical or Bariatric psychological evaluations.
- Usual and customary fees are between \$1,500 and \$3,500 for psychological testing.

### *Rush Fees:*

Results are available on our standard 15 business day turnaround. If you need results in less than 15 business days, please see our rush fees below:

- 13-14 business days (+\$500)
- 10-12 business days (+\$1000)
- 7-9 business days (+\$1500)
- 4-6 business days (+\$2,000)

\*To maintain the quality of our work, we cannot accommodate requests for results of assessments in less than 3 business days.

### *Payments:*

Cash, personal checks, HSA, and credit cards are accepted for payment (in the event of a check being returned due to insufficient funds, you will be responsible for paying the balance plus a \$25 fee). You will be provided with a receipt for all fees paid via paper or email. In the event that you miss your scheduled appointment time, you will need to pay the remaining balance by the beginning of your next session. In the event that you miss two scheduled appointment times in a row, another appointment time will not be scheduled until you have paid your remaining balance. If your account has not been paid for more than 60 days and arrangements for payment have not been agreed upon, our staff has the option of using legal means to secure



the payment. This may involve hiring a collection agency or going through small claims court which would require releasing information about you. If such action is necessary, its costs will be included in the claim.

**INSURANCE**

Family Matters is in-network with Blue Cross Blue Shield of Texas, Cigna/Evernorth, Optum, United Healthcare, Humana, First Care (Baylor Scoot & White), and Magellan. Clients with other insurance providers are welcome to use their out-of-network benefits. Benefits will need to be verified prior to initial appointment.

**COURT APPEARANCES**

Because the client-counselor relationship is built on the foundation of trust, and that trust being confidentiality, it's often damaging to the therapeutic relationship for the counselor to be asked to present records to the court, testify whether factual or in an expert nature, in court or deposition. Therefore, we ask that you only request a court appearance in extreme cases. In the event that it's necessary for a therapist to testify before any court, arbitrator, or other hearing officer at a deposition, whether the testimony is factual or expert, or to present any or all records pertaining to the counseling relationship to a court official, the client agrees to pay for services, including travel, preparation, and necessary expenditures (copies, parking, meals, and the like) at the rate of \$250/hour, rounded to the nearest half hour, with a minimum commitment of eight hours, for a total minimum charge of two thousand dollars (8 hours x \$250 = \$2,000). The client further agrees to pay the \$2,000 two weeks prior to the appearance, presentation of records, or testimony requested.

**COMPLAINTS**

A consumer who wishes to file a complaint against an individual licensed by the board may call: 1-800-942-5542 or write to:

Complaints Management and Investigative Section  
P.O. Box 141369  
Austin, Texas 78714-1369

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I have read and understand the information contained in this consent form. Furthermore, I have discussed any questions that I may have had regarding this information with my therapist. My signature below indicates that I give my full and informed consent to receive counseling services.

\_\_\_\_\_  
Client's Signature (Guardian if a minor)

\_\_\_\_\_  
Client's Printed Name (Guardian if a minor)

\_\_\_\_\_  
Date Signed