

BRIGHT HOPE

Christian Counseling Center, PLLC

Serving Individual Adult, Adolescent, Children and Couples

270 North Main, Logan, UT 84321 – Phone: 801-317-4410 – Fax: 435-227-0401 – Email: karen@bhccc.org – Web: <https://bhccc.org>

SERVICE AGREEMENT & INFORMED CONSENT

THERAPIST INFORMATION:

- Name: **Karen Flessner, MSW, LCSW, CCTP**
- Education: **Master of Social Work, (MSW) from Utah State University**
- Credential: **Licensed Clinical Social Worker (LCSW) in the State of UT**
- License #: **9307662-3501**
- **Qualification:** Under this license, Karen Flessner practices under the authority of the Utah Division of Occupational and Professional Licensing (DOPL-UT). Her formal education in the Master of Social Work has prepared her to counsel individuals, groups, couples, families, parents, adolescents and children.
- **File for grievance:** If you have believe Karen Flessner has violated your HIPPA and Privacy Rule rights, or has practiced unethically per the Social Work Code of Ethics, you have the right to file a grievance with:
Utah Division of Occupational and Professional Licensing (DOPL-UT)
160 East 300 South
Salt Lake City, UT 84111
<https://dopl.utah.gov/>

FEES:

- **BHCCC will ensure that the clients' sessions' fees are fair, reasonable, and commensurate with the services rendered. Consideration is given to clients' ability to pay.**
- Counseling sessions are generally 50 minutes. The base rate is \$175.00 per session.
 - **Insurance** – If the client is covered by an insurance company and plan that Karen Flessner is in-network with, the client must give the insurance information to BHCCC's Billing Manager, who must then contact the insurance company prior to the client's first session to determine the client's copay and fee for the session.
 - **3rd Party Payer** – If the client's sessions are to be covered by a family member, church, employer, or other services, the therapist and client will discuss and confirm the reasonable fee prior to rendering the service.
 - **Sliding Scale Fee** – BHCCC uses a sliding scale fee to determine clients' ability to pay out-of-pocket. The fee is based on the client's gross or net income and the number of dependents in the client's household. The client should contact BHCCC Billing Manager for the specific information.
 - **No-Show and Late-Cancellation fee** - \$75.00 will be charged to the client for each occurrence. Client will directly be responsible to pay the fee at the next scheduled appointment. Clients should give BHCCC a 24-hour notice (by phone or email) about the cancellation of the scheduled appointment. Client will not be charged this fee if the client is sick or has an unforeseen emergency that will result in the late cancellation of the scheduled appointment.
- **Payment** by the client should be rendered at the time of the service. BHCCC will accept credit card, cash or check. Clients may request BHCCC to provide receipt for all fees paid for the services rendered.
 - BHCCC will avoid accepting goods or services from clients as payment for professional services in the attempt to avoid the potential for conflicts of interest, exploitation, and inappropriate boundaries that may potentially be detrimental in therapist-client relationship.
 - BHCCC will not solicit a private fee or other remuneration for providing services to clients who are entitled to such available services through BHCCC or clients' health plans.

EMERGENCY CONTACT:

- **Call 911** – For all medical or life-threatening emergency needs; please go to the nearest Emergency Room.
- **Call 801-317-4426** – For urgent needs to reach Karen Flessner. If she is unable to answer immediately, please leave her a message and a good number to call you. She will call you as soon as possible.

INFORMED CONSENT TO TREATMENT:

- **Commitment to Clients** – Karen Flessner’s primary responsibility is to promote the well-being of her clients. The clients’ interests are primary. She recognizes the importance of appreciating a person’s biological, psychological, social, and spiritual strengths and struggles. Combining Christian faith, knowledge, and experience with psychological techniques, she meets her individual clients where they are mentally, emotionally, and spiritually. Then, she and her clients will journey together to find what best fits them as they move towards new and healthy ways of thinking, feeling, and behaving. Her treatment approach is borrowed from a combination of different theories and modalities, including those that recognize the importance of the person’s past experiences, family dynamics, and patterns of functioning. With God’s guidance, she carefully customizes the treatment to meet her client’s unique needs while valuing each one as a unique individual. However, she also has responsibility to the larger society or specific legal obligations may on limited occasions supersede the loyalty owed clients, and clients should be advised. She is required by law to report that a child and/or adult has abused a child and/or a vulnerable elderly and/or has threatened to harm self or others.
- **Clients’ Self-Determination** - Karen Flessner will aim to respect and promote the right of clients to self-determination and assist clients in their efforts to identify and clarify their goals. She may limit clients’ right to self-determination when, in her professional judgment, clients’ actions or potential actions pose a serious, foreseeable, and imminent risk to themselves or others.
- **Informed Consent** -
 - Karen Flessner will provide services to clients only in the context of a professional relationship based, when appropriate, on valid informed consent. She will use clear and understandable language to inform clients of the purpose of the services, risks related to the services, limits to services because of the requirements of a third-party payer, relevant costs, reasonable alternatives, clients’ right to refuse or withdraw consent, and the time frame covered by the consent. She will provide clients with an opportunity to ask questions.
 - In instances when clients are not literate or have difficulty understanding the primary language used in the practice setting, Karen Flessner take steps to ensure clients’ comprehension. This may include providing clients with a detailed verbal explanation or arranging for a qualified interpreter or translator whenever possible.
 - In instances when clients lack the capacity to provide informed consent, Karen Flessner will protect clients’ interests by seeking permission from an appropriate third party, informing clients consistent with the clients’ level of understanding. In such instances she will seek to ensure that the third party acts in a manner consistent with clients’ wishes and interests. She will take reasonable steps to enhance such clients’ ability to give informed consent.
 - She will discuss with clients her policies concerning the use of technology in the provision of professional services. Prior to using technology to provide services, she will obtain informed consent from the individuals using these services during the initial screening or interview and prior to initiating services. She will assess clients’ capacity to provide informed consent and, when using technology to communicate, verify the identity and location of clients.
 - She will assess the clients’ suitability and capacity for electronic and remote services. She will consider the clients’ intellectual, emotional, and physical ability to use technology to receive services and the clients’ ability to understand the potential benefits, risks, and limitations of such services. If clients do not wish to use services provided through technology, she will help them identify alternate methods of service.
 - She should obtain clients’ informed consent before making audio or video recordings of clients or permitting observation of service provision by a third party.
 - She should obtain client consent before conducting an electronic search on the client. Exceptions may arise when the search is for purposes of protecting the client or other people from serious, foreseeable, and imminent harm, or for other compelling professional reasons.
- **Conflict of Interest** –
 - Karen Flessner will avoid conflicts of interest that interfere with the exercise of professional discretion and impartial judgment. She will inform clients when a real or potential conflict of

interest arises and take reasonable steps to resolve the issue in a manner that makes the clients' interests primary and protects clients' interests to the greatest extent possible. In some cases, protecting clients' interests may require termination of the professional relationship with proper referral of the client.

- She will not take unfair advantage of any professional relationship or exploit others to further their personal, religious, political, or business interests.
- She will not engage in dual or multiple relationships with clients or former clients in which there is a risk of exploitation or potential harm to the client. In instances when dual or multiple relationships are unavoidable, she should take steps to protect clients and are responsible for setting clear, appropriate, and culturally sensitive boundaries. (Dual or multiple relationships occur when she relates to clients in more than one relationship, whether professional, social, or business. Dual or multiple relationships can occur simultaneously or consecutively.)
- When she provides services to two or more people who have a relationship with each other (for example, couples, family members), she will clarify with all parties which individuals will be considered clients and the nature of her professional obligations to the various individuals who are receiving services. When she anticipates a conflict of interest among the individuals receiving services or anticipates having to perform in potentially conflicting roles (for example, when she is asked to testify in a child custody dispute or divorce proceedings involving clients) should clarify their role with the parties involved and take appropriate action to minimize any conflict of interest.
- She will avoid communication with clients using technology (such as social networking sites, online chat, e-mail, text messages, telephone, and video) for personal or non-work-related purposes.
- **Privacy and Confidentiality –**
 - Karen Flessner will respect clients' right to privacy. She will not solicit private information from or about clients except for compelling professional reasons. Once private information is shared, standards of confidentiality apply.
 - She will protect the confidentiality of all information obtained in the course of professional service, except for compelling professional reasons. The general expectation that she will keep information confidential does not apply when disclosure is necessary to prevent serious, foreseeable, and imminent harm to a client or others. In all instances, she should disclose the least amount of confidential information necessary to achieve the desired purpose; only information that is directly relevant to the purpose for which the disclosure is made should be revealed.
 - She will inform clients, to the extent possible, about the disclosure of confidential information and the potential consequences, when feasible before the disclosure is made. This applies whether she discloses confidential information on the basis of a legal requirement or client consent.
- **Access Records –** Karen Flessner will discuss with clients about their rights to access their records.
- **Sexual Relationships –** BHCCC employees shall under no circumstances engage in sexual activities, inappropriate sexual communications through the use of technology or in person, or sexual contact with current clients, former clients, clients' relatives or individuals with whom the clients maintain a close personal relationship, whether such contact is consensual or forced. BHCCC employees will decrease taking any risk of exploitation or potential harm to clients.
- **Physical Contact –** BHCCC employees should not engage in physical contact with clients when there is a possibility of psychological harm to the client as a result of the contact (such as cradling or caressing clients).
- **Sexual Harassment –** BHCCC employees should not sexually harass clients. Sexual harassment includes sexual advances; sexual solicitation; requests for sexual favors; and other verbal, written, electronic, or physical contact of a sexual nature.

- **Derogatory Language** – BHCCC employees should not use derogatory language in their written, verbal, or electronic communications to or about clients. They should use accurate and respectful language in all communications to and about clients.
- **Referral for Services**
 - Karen Flessner should refer clients to other professionals when the other professionals' specialized knowledge or expertise is needed to serve clients fully or when Karen believes that she is not being effective or making reasonable progress with clients and that other services are required.
 - In referring clients to other professionals, Karen Flessner should take appropriate steps to facilitate an orderly transfer of responsibility. She should disclose, with clients' consent, all pertinent information to the new service providers.
 - She is prohibited from giving or receiving payment for a referral when no professional service is provided.
- **Termination of Services**
 - Karen Flessner should terminate services to clients and professional relationships with them when such services and relationships are no longer required or no longer serve the clients' needs or interests.
 - She will take reasonable steps to avoid abandoning clients who are still in need of services and should assist in making appropriate arrangements for continuation of services when necessary.
 - She may terminate services to clients who are not paying an overdue balance if the financial contractual arrangements have been made clear to the client, if the client does not pose an imminent danger to self or others, and if the clinical and other consequences of the current nonpayment have been addressed and discussed with the client.
 - She should not terminate services to pursue a social, financial, or sexual relationship with a client.
 - When she anticipates the termination or interruption of services to clients, she should notify clients promptly and seek the transfer, referral, or continuation of services in relation to the clients' needs and preferences.
 - In preparation for leaving an employment setting, she should inform clients of appropriate options for the continuation of services and of the benefits and risks of the options.
 - She should withdraw services precipitously only under unusual circumstances, giving careful consideration to all factors in the situation and taking care to minimize possible adverse effects.

Acknowledgment & Signature:

I have read and agreed to the terms outlined in this document, **SERVICE AGREEMENT & INFORMED CONSENT**. I acknowledge that I am the Client, or a legal representative of the client. I agree that my e-signature below is a legally binding equivalent to my handwritten signature.

Client Name (Print): _____

Client Signature: _____

Parent's Name (Print): _____

Parent's Signature: _____

Today's Date: _____