



## Lifeline Family Enrichment Client Information & Confidentiality Statement

This form is provided to help you understand several important things about your counselor's professional status and qualifications, your professional relationships with your counselor, and your rights as a client. **Please read all the information carefully.** Feel free to ask questions about anything you do not understand. Your counselor is expected to conduct him/her self in a manner consistent with the professional and ethical standards of the American Counseling Association. In the event that you are dissatisfied with something your counselor is doing, you should immediately discuss your concerns with your counselor. If for any reason you and your counselor cannot resolve your dissatisfaction, you may contact the Texas State Board of Examiners of Professional Counselors. **Should you wish to file a complaint against a Licensed Professional Counselor, write: Complaints Management & Investigative Section, P O Box 141369, Austin, TX 78714-1362; or call 1 800-942-5540.**

1. Your counselor has met the educational requirements necessary for licensure by the Texas State Board of Examiners of Professional Counselors and holds a Licensed Professional Counselor licensure under License Number 58179 with an Expiration Date of October 31, 2018.
2. What you say to your counselor will be held in strictest confidence. However, you should understand that there are certain circumstances and conditions under which the content of your counseling sessions may no longer be confidential and must by law, be reported to the proper authorities. The situations include the following:
  - When conversation pertains to a minor, elderly person, or a person with a disability being suspected of being harmed, or neglected in a way that may do them harm;
  - When, in your counselor's professional judgment, you are threatening to physically harm yourself or another person;
  - Or, if a judge issues a subpoena for your records.
  - If you as a client brings forth a civil or criminal lawsuit against the therapist
3. As a client, you have some important responsibilities. Please keep all scheduled appointments with your counselor and be prompt. Being on time is an indication of your commitment to your own progress in counseling. Please remember that once an appointment is made, your counselor has set that time aside; late cancellations or "no shows" disrupt your counselor's schedule. Should something arise that prevents you from keeping a scheduled appointment, contact my office no later than two hours prior to your scheduled appointment. Failure to contact our office to cancel your appointment may result in your being charged \$155 which represents the cost of one 45 minute session. This charge is not billable or reimbursed through your insurance carrier!
4. Payments and insurance co-pays are expected at the time of service. **All authorizations must be obtained prior to scheduling an appointment.**
5. **Office Hours: Monday-Thursday: 4:15p-7:00p.** In the event of a psychological emergency that occurs after hours, call 911; your primary care physician or **Austin Travis County MHMR Crisis Line: 512/472-4357.**

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**Your signature means that you have read and understood the information contained in this document; you have chosen to receive psychotherapy services from Lifeline Family Enrichment; you give permission to bill your insurance company on your behalf for services received; and you have been provided a copy of this form for your records.**

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

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Counselor's Name Printed

\_\_\_\_\_  
Counselor's Signature

Date: \_\_\_\_\_

Date: \_\_\_\_\_