

This document contains important information about the services and business policies of Rhodes to Wellness.

**What you can expect from Rhodes to Wellness**:

Informed Consent: You have the right to make informed decisions about your care and will be provided information about the services that you receive, as well as services we may recommend. You have the right to refuse recommended services and to discontinue service at any time.

Confidentiality: Your personal information will be protected. No information will be released without your written consent except in the following situations:

* In a situation where there is a possibility of danger to yourself or others. This includes possible child abuse, elder abuse, or neglect.
* If a written order is received from the courts.
* If an audit or compliance request is made – Your records may be accessible to any health board or funding source for the purpose of ensuring quality care is provided to you and that services provided are in compliance with accrediting entities, funding sources, and professional standards.

**What Rhodes to Wellness Expects from you**:

* Regular attendance to scheduled appointments
* Cancellation of appointments 24 hours in advance – Appointments missed without 24 hour notice may be billed to you at the regular fee.
* Payment is due at the time of service.
* Reports to the provider if there is an increase in symptoms or thoughts to harm yourself or others.
* Reports to the provider of all important information related to your reasons for seeking their services.
* In the event of an emergency, you must call 911. Rhodes to Wellness does not provide emergency services.
* Do not contact Rhodes to Wellness through social media channels.

**Discontinuation of Services**:

Rhodes to Wellness reserves the right to discontinue services if:

* Treatment goals have been met to your satisfaction
* If you are not providing payment as required
* Failing to show for 2 appointments without a valid reason
* Refusing to be an active participant in sessions

By signing below, I verify that I have read and I understand the content and agree to all content as stated. I hereby authorize Rhodes to Wellness to offer services to myself and/or \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for whom I claim legal responsibility for as a parent or guardian.

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



**Phone or Email Communication:**

We prefer to avoid conducting sessions by phone or email. However, if a call is provided, the first 10 minutes are free. If the call lasts longer than 10 minutes, you will be billed $25.00 for each additional 15 minutes of the call. We highly discourage phone calls or email communication, as this can bring complexities and potential disadvantages to the therapeutic process.

**The Counseling Process:**

Counseling or Coaching is a confidential process that is designed to help you address your concerns, come to a greater understanding of who you are, and to learn effective coping strategies. It involves a relationship between you and a trained professional. Counseling or Coaching involves sharing sensitive, very personal, and private information between you and the provider that may induce a feeling of increased anxiety or confusion. The outcome of Counseling or Coaching is usually positive; however, the level of satisfaction for any person is not predictable. Your provider is hoping to help you through this process.

**Dual Relationships**:

Despite a common misconception, not all dual relationships are unethical or avoidable. It is important to realize that in small communities, University Campuses, or Spiritual communities multiple relationships are either unavoidable or expected. Rhodes to Wellness will not acknowledge working with anyone without written or verbal consent. Clients who have chosen Rhodes to Wellness could have known the Provider before they entered therapy. Nevertheless, this will be discussed with you. The discussion should include topics such as potential benefits or potential difficulties of therapy based on the dual relationship. Dual relationships can sometimes enhance treatment, or could sometimes be a hindrance. It is your responsibility to communicate any concerns. Your concerns will be considered and responded to accordingly. Rhodes to Wellness will discontinue the therapeutic relationship if it’s decided that the dual relationship interferes with success of treatment.

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