



## REGISTRATION FORM

(Please provide insurance card and drivers license to receptionist)



Today's date:				Referred by:			
PATIENT INFORMATION							
Patient's last name:		First:	Middle:	Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female	Age:	Patient birth date:	
Patient marital status (circle one) Single / Mar / Div / Sep / Wid			Patient Social Security:		Patient Cell: (   )	Home phone: (   )	
Street address:			City:	State:	Zip code:		
Patient occupation:		Patient employer:			Employer phone: (   )		
EMAIL ADDRESS:							
Full name of children in birth order (if applicable):							
Others living in home and their relationship to patient:							
Personal physician:			Address:		Phone: (   )		
Current therapist:			Address:		Phone: (   )		
List of all medications patient is currently taking:							
Has patient been hospitalized in past 5 years? If yes, for what reason?							
Has patient had previous psychological or psychiatric treatment? Where and when?							
INSURANCE INFORMATION							
Person responsible for bill:		Birth date: / /	Address (if different):			Home phone : (   )	
Is this person a patient here? <input type="checkbox"/> Yes <input type="checkbox"/> No							
Occupation:	Employer:	Employer address:			Employer phone: (   )		
Please indicate primary insurance:							
Subscriber's name:		Subscriber's S.S. no:	Birth date: / /	Group no:	Policy no:		
Patient's relationship to subscriber:		<input type="checkbox"/> Self	<input type="checkbox"/> Spouse	<input type="checkbox"/> Child	<input type="checkbox"/> Other		
IN CASE OF EMERGENCY							
Name of local friend or relative (not living at same address):			Relationship to patient:		Home phone : (   )	Work phone : (   )	
<p>The above information is true to the best of my knowledge. I authorize my insurance benefits be paid directly to Southlake. <b>I understand that I am financially responsible for any amount not covered by insurance.</b> I also authorize Southlake Counseling or insurance company to release any information concerning my illness and treatments required to process my claims.</p>							
_____ <i>Patient/Guardian signature</i>				_____ <i>Date</i>			



## ACKNOWLEDGEMENT OF PRIVACY PRACTICES

Southlake Counseling and Consulting  
Southlake Center For Self Discovery  
903 Northeast Drive, Davidson, NC 28036

My signature confirms that I have been informed of my rights to privacy regarding my protected health information, under the Health Insurance Portability & Accountability Act of 1996 (HIPAA). I understand that this information can and will be used to:

- Provide and coordinate my treatment among a number of health care providers who may be involved in that treatment directly and indirectly.
- Obtain payment from third-party payers for my health care services.
- Conduct normal health care operations such as quality assessment and improvement activities.

I have been informed of my health care provider's *Notice of Privacy Practices* containing a more complete description of the uses and disclosures of my protected health information (PHI). I have been given the right to review and receive a copy of such *Notice of Privacy Practices*. I understand that my health care provider has the right to change the *Notice of Privacy Practices* and that I may contact this office at the address above to obtain a current copy of the *Notice of Privacy Practices*.

I understand that I may request in writing that *Southlake Counseling and Consulting* and *The Southlake Center For Self Discovery* restrict how my private information is used or disclosed to carry out treatment, payment or health care operations and I understand that *Southlake Counseling and Consulting* and *The Southlake Center For Self Discovery* are not required to agree to my requested restrictions, but if *Southlake Counseling and Consulting* and *The Southlake Center For Self Discovery* do agree then you are bound to abide by such restrictions.

Patient Name \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_

Relationship to Patient \_\_\_\_\_

### For Office Use **Only**

We were unable to obtain the patient's written acknowledgement of our *Notice of Privacy Practices* due to the following reason:

\_\_\_ The patient refused to sign      \_\_\_ Communication barriers

\_\_\_ Emergency situation      \_\_\_ Other: \_\_\_\_\_



**Cancellation Policy**  
**Southlake Counseling and Consulting**  
**Southlake Center for Self Discovery**

Last minute cancellations and no shows impact not only you and your therapist; it inhibits other patients from benefiting from the services that could have been made available with enough notice from you.

We request a minimum of a **24 hours** notice for cancellations prior to your scheduled session.

**A \$125 (or cost of session) late cancellation fee will be applied for appointments that are cancelled with less than 24 hours and \$125 (or cost of session) missed appointments/no-show fee will be applied for not keeping scheduled appointments.**

**Any late cancellation, missed appointment, or no-show fees are non-refundable.**

Your insurance company will not pay for your late cancellations, missed appointments, or no-show.

**It is your responsibility to keep up with your appointments. Confirmation calls are a courtesy and are not guaranteed.**

By signing below I am acknowledging that I have read and understand the cancellation policy.

\_\_\_\_\_  
Signature of Patient      Date

\_\_\_\_\_  
Witness      Date

\_\_\_\_\_  
Parent/Guardian Signature      Date



2012

Dear Southlake Client:

This letter is to inform you of some changes to payment collection at Southlake starting January 1, 2012:

- All deductibles/copays/coinsurance are due at the time of service.
- Any back balances still owed to Southlake will be set up on a payment plan.
- Payment plans will be charged a 1.5% interest rate monthly.
- Please review the payment agreement attached (if there is an outstanding balance on your account), sign and return with first payment due.
- Any balances not paid on time or at time of appointment will be subject to a \$35 late fee and 1.5% interest charge.
- Any balances not set up on a payment plan, must be paid in full within 30 days of first statement to avoid outside collections.
- Any check returned to Southlake for non-payment will be subject to a \$50 check fee.
- Any credit card on file for payments will be subject to a \$35 fee if funds are not available (card declines).
- Any service provided by *Southlake Counseling and Consulting* or *Southlake Center For Self Discovery* is **non-refundable**.

Any questions or concerns, please do not hesitate to call.

Sincerely,

*Kimberly Krueger, LCSW*

Owner/Director  
Office Manger

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Signature

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Date



## In Case of an Emergency

Southlake Counseling and Consulting  
Southlake Center for Self Discovery

Southlake Counseling and Consulting and The Southlake Center For Self Discovery is not a medical facility. Therefore, we only admit participants that are physically safe. For this reason, we ask that you see a physician for blood work (Biochemical Profile and CBC) and that you consent to the following policy. During treatment, some patients have suicidal, self-harm or homicidal thoughts. These generally pass within hours or days if discussed in sessions. You may call the Center at any time during working hours and leave a message for your primary therapist who will make every effort to call you back before the end of the day. If you have an emergency after hours (5:30 pm- 9:30 am) or on the weekend, you may leave a message with your therapist at 704-896-7776.

Please read the following contract, which is required of all individuals being treated on an outpatient basis at Southlake Counseling and Consulting and The Southlake Center For Self Discovery:

1. I promise to talk with my individual therapist if I should have any thoughts of harming myself or someone else. I understand that for some individuals, these thoughts may be a natural part of the therapy process and are likely to pass if I talk about them.
2. I understand that the ultimate responsibility for my health and therapy is my own. Therefore, I agree to give my therapist 48 hours to respond to my call. In the interim, I may phone a hotline for support or go to an emergency room if unable to keep myself safe.

I have read and understand the emergency policies and promise to abide by them.

\_\_\_\_\_  
Signature of Patient      Date

\_\_\_\_\_  
Witness      Date

\_\_\_\_\_  
Parent/Guardian Signature      Date

\_\_\_\_\_  
Witness      Date



## Insurance and Financial Policies

Southlake Counseling and Consulting  
Southlake Center for Self Discovery

Health insurance is a contract between you, your employer and your health insurance company. Each policy has different rules regarding which services are allowed, deductible amounts, how you are charged, where lab work is sent, etc. You are responsible for knowing the terms of your health contract benefits. We need all of the information on the attached demographics sheet as well as a copy of your insurance card (s). Be sure to give us your primary AND secondary cards if applicable. If the time frame of submission of a claim lapses due to incorrect information, you are responsible for those fees.

Prior approval is required for most mental health treatment. You are responsible for getting the initial authorization number. If you have it, and have not already called it in to us, please provide it to the receptionist. If not, we will ask that you use our phone to get the initial authorization number PRIOR to being seen. Additionally, some polices require that your Primary Care Physician refer you to us. We must have such referral in hand before we can proceed. **YOUR FAILURE TO OBTAIN THE PROPER REFERRAL OR INITIAL AUTHORIZATION WILL MAKE YOU FULLY RESPONSIBLE FOR OUR FEES.** You may be limited by your policy in the number of mental health visits per year allowed or you may have a dollar limit.

At the time of service, deductible, copayments and/or your percentage of fees are payable. Any balance due after your insurance company pays or denies your claim is payable **BY YOU** when billed.

If we have to use an outside agency to collect the balance on your account or obtain current address, insurance information, etc., an administrative fee will be billed to your account.

1. Telephone calls to clinicians may be subject to a \$35 minimum charge.
2. Pharmacy call-ins may be subject to a \$10 charge, if authorized by your psychiatrist.
3. Processing time/paperwork with your insurance to obtain non-formulary medication authorization is subject up to a \$35 charge.
4. Form letters, reports, etc. are subject to a \$25 minimum administrative charge.
5. Missed appointments not cancelled 24 hours in advance will be charged to you AT FULL FEE even if you did not receive a reminder call.
6. Payment is due at the time of service, unpaid fees/co-payments will be assessed a \$3.00 surcharge.
7. Any involvement in court procedures, depositions, or testimonies are billed at \$250.00 an hour.
8. Any service provided by *Southlake Counseling and Consulting* or *Southlake Center For Self Discovery* is non-refundable
9. Receipts will be provided free of charge one time for each visit. Any receipts requested more than once will be provided at the cost \$0.20 per page.

**Please remember YOU, not your doctor, are the policyholder. If your insurance fails to pay on a timely basis, (within 60 days), we will send you a statement of account notifying you that your claim is unpaid, at which time you/your employer must assist in pursuing your benefits.**

*Your signature below indicates that you fully approve and understand the above.*

Signature \_\_\_\_\_ date \_\_\_\_\_



## **Notice of Privacy Practices**

### **Under the Health Information Portability & Accountability Act H.I.P.A.A.**

The effective date of this Notice of Privacy Practices is August 15, 2003

**THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW THIS NOTICE CAREFULLY.**

As a part of our services, we maintain personal information about you and your health. State and federal law protects such information by limiting its uses and disclosures. "Protected health information" (PHI) is information about you, including demographic information, that may identify you or be used to identify you, and that relates to you past, present, or future physical or mental health or condition, the provision of health care services, or the past, present, or future payment for the provision of health care. The confidentiality of alcohol and drug abuse patient records is also specifically subject to additional restrictions under other state and federal law. We are required to comply with these additional restrictions.

**Your Rights Regarding Your PHI:** The following are your rights regarding PHI that we maintain about you:

- **Rights of Access to Inspect and Copy.** You have the rights, which may be restricted only in certain limited circumstances, to inspect and copy your PHI that we maintain. We may charge a reasonable, cost-based fee for copies.
- **Right to Amend.** If you feel that the PHI we have about you is incorrect or incomplete, you may ask us to amend the information, although we are not required to agree to the amendment.
- **Right to an Accounting or Disclosures.** You have the right to request a copy of the required account of disclosures that we make of your PHI.
- **Right to Request Restrictions.** You have the right to request a restriction or limitation on the use or disclosure of your PHI for treatment, payment, or health care operations. WE are not required to agree to your request.
- **Right to Request Confidential Communication.** You have the right to request that we communicate with you in a certain way or at a certain location. We will accommodate reasonable requests and will not ask why you are making the request.
- **Right to a Copy of this Notice.** You the right to a paper copy of this notice.
- **Right of Complaint.** You have the right to file a complaint in writing with us or with the Secretary of Health and Human Services if you believe we have violated your privacy rights. *We will not retaliate against you for filling a complaint.*

#### **Our Uses and Disclosures of PHI for Treatment, Payment, and Healthcare Operations:**

**Treatment:** We may use your PHI for the purpose of providing you with health care treatment. To coordinate and manage your care, we may disclose your PHI to other of your current providers. We may also disclose your PHI to other health care providers who become involved in your care.

**Payments:** We may use your PHI in connections with billing statements we send you and our system for tracking charges and credit to your account. In addition, but with your authorization, we may disclose your PHI to third party payers to obtain information concerning benefit eligibility, coverage, and remaining availability, as well as to submit claims for payment and medical necessity and utilization reviews.

**Health Care Operations:** We may use and disclose your PHI for the health care operations of our program in support of the functions of treatment and payment. Such disclosure would be to a Qualified Organization only or to a Business Associate/QSO (Qualified Service Organization) to provide services to the program and its patients for data processing, bill collecting, dosage preparation, laboratory analyses, or legal, medical, accounting. Or other professional services, or services to prevent or treat child abuse or neglect.

#### **Uses and Disclosures That DO Not Require Your Authorization or Opportunity to Object:**

**Required by Law:** We may use or disclose your PHI to the extent that the use or disclosure is required by law, made in compliance with the law, and limited to the relevant requirements of the law. You will be notified, as required by law, of any such uses or disclosures. For example, we must make disclosures to the Secretary of the Department of Health and Human Services of the purpose of investigating or determining our compliance with the requirement of the Privacy Rule.

**Audit and Evaluation:** We may disclose your PHI to a health oversight agency for activated authorized by law, such as audits, investigations, and inspections. Oversight agencies seeking this information include government agencies and organizations performing utilization and quality control. If we disclose PHI to a health oversight agency, we will have an agreement in place that requires the agency to safeguard the privacy of your PHI.

**Medical Emergencies:** We may use or disclose your PH in a medical emergency situation to medical personnel only.

**Child Abuse or Neglect:** We may disclose your PHI to a state or local agency that is authorized by law to receive reports of child abuse or neglect.



**Research:** We may disclose your PHI for use in a research project that an institutional review board has determined to be of sufficient importance to outweigh the privacy intrusion, to be impractical without PHT, to have specified safeguards against further disclosure in reports or otherwise, and, among other provisions, to require destruction or de-identification of your PHI.

**Criminal Activity on Program Premises/Against Program Personnel:** We may disclose your PHI to law enforcement official if you have committed a crime on program premises or against program personnel or you have made a threat to commit such crimes. Such disclosure is limited to circumstance of the incident, including name, address, status as a patient, and last know whereabouts.

**Qualified Service Organization:** We may disclose your PHI to a Qualified Service Organization to provide certain services to the program and its patients, such as data processing, bill collecting, dosage preparation, laboratory analyses, or legal, medical, accounting, or other professional services, or services to prevent or treat child abuse or neglect, including training on nutrition and child care and individual and group therapy. IF a QSO has more than will be utilized, otherwise only a Qualified Service Organization Agreement will be used. In the case the services is from a health care provider performing service to treat you, a business Associate Agreement will not be utilized because you will have a direct patient-provider relationship.

**Court Order:** We may disclose your PHI if a court of competent jurisdiction issues an appropriate order.

**Uses and Disclosures of PHI with Your Written Authorization:**

We will make other uses and disclosures of your PHI only with your written authorization. You may revoke the authorization in writing at any time, unless we have taken a substantial action in reliance on the authorization such as providing you with health care services for which we much submit subsequent claim(s) for payment.

I have read and understand the HIPAA policies and understand that I can receive a copy if requested.

\_\_\_\_\_  
Signature of Patient      Date

\_\_\_\_\_  
Witness                      Date

\_\_\_\_\_  
Parent/Guardian Signature      Date

\_\_\_\_\_  
Witness                      Date





## PATIENT RIGHTS AND RESONSIBILITIES

Southlake Counseling and Consulting  
Southlake Center For Self Discovery

### Welcome to our Office

#### CONFIDENTIALITY

Privacy and confidentiality are of the utmost importance to the clinical relationship. Information given by the client remains private and confidential. The therapist will not share information with any person without your written permission, except as required by law or in a situation deemed potentially life threatening. I grant permission to the therapist to communicate with my emergency contact person if a situation is deemed potentially life threatening.

#### FINANCIAL

Insurance information needs to be current and accurate. You are expected to pay all deductibles and co-payment amounts at the time of each visit. Clients are responsible for the payment of all applicable fees at the time of each visit. If you are the parent or guardian of a minor, all costs not covered by your insurance company will be your responsibility. **The office does not become involved with division of accounts between divorced parents. Any service provided by Southlake Counseling and Consulting or The Southlake Center For Self Discovery is non-refundable.**

#### APPOINTMENTS

Appointments are scheduled as a therapeutic hour: forty-five minutes to an hour. In the event that you must cancel an appointment, please call (704) 896-7776 at least 24 hours, preferably 48 hours in advance. **Failure to give 24 hour notice will result in your being billed in full for that session.** Insurance companies will not reimburse for missed appointments.

#### MANAGED CARE CLIENTS

Most managed care plans require pre-approval for mental health services. Noncompliance could lead to denial of benefits (payment for services). If you have entered therapy with this office under a managed care plan, please verify prior approval for services. Under some managed care plans, the therapist is required to provide clinical information to a case manager after the initial session if additional sessions are needed. If you have any questions about this procedure, please speak to the therapist.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date