



Lakewood Counseling Center, LLC
(586)899-0864 / (248)608-0770 Fax
www.PaigePradko.com

Practice Orientation and Service Agreement

Welcome to Lakewood Counseling Center. As we get started, there are a few things I would like you to be aware of about my counseling practice and services:

I offer individual, group, family and couples counseling services. The duration of individual sessions are typically 50-60 minutes long. I offer in person counseling in my office and online counseling through a secure HIPAA compliant portal via my website www.PaigePradko.com.

Education and Training

Paige Pradko, LPC NCC has earned a Bachelor of Science Degree at the University of Wisconsin - Madison, and a Masters Degree in Counseling from Oakland University, a postgraduate specialization in Mental Health from Oakland University and Advanced Couples Training from the Gottman Institute in Seattle, Washington. Paige believes in lifelong learning and has specialized training in a number of modalities including CBT (Cognitive Behavioral Therapy) by Dr. David Burns as well as training in Mindfulness Therapy. Paige is licensed by the State of Michigan as a Licensed Professional Counselor and has passed National Boards to be certified as a National Board Certified Counselor.

Your Rights and Responsibilities as a Client:

- You have the right to receive services from a therapist who adheres to the professional code of ethics of their respective disciplines.
- You have the right to receive services in accordance with Federal and State regulations and accreditation standards governing behavioral health programs.
- You have the right to privacy and confidentiality regarding the services you receive. All information about you and your treatment, whether written or oral, is protected under Federal and State laws, including the HIPAA Privacy Act.
- You have the responsibility to provide informed consent to services offered to you.
- You have the right to refuse services at any time. If you should decide to withdraw your consent for services, you must do so in writing.
- You have a right to information concerning your treatment and/or care.
- You have the right to know treatment recommendations and the possible outcomes if you choose not to follow these recommendations.
- You have the responsibility to assist in planning your treatment at every stage.
- You have the right to express any concerns or complaints regarding the services you receive. We encourage you to first contact your therapist to resolve any issues. You may also contact the Rights Advisor for assistance.
- You have the responsibility to be timely for your appointments. Late arrivals may result in rescheduled appointments.
- You have the responsibility to arrive for all scheduled sessions, or to **notify us 24 hours in advance if you wish to cancel or reschedule an appointment. You may be charged a practice fee up to \$100 non-cancelled appointments** where an emergency was not involved, as insurance companies do not cover missed appointments.
- You are responsible for checking your insurance plan benefits, including any deductibles and/or co-pays.
- You are responsible for any fees that may be charged to you at the time of service and knowing your insurance benefits coverage. You will be charged \$35 for any returned checks.
- Your case will be closed following 90 days of inactivity, unless other arrangements have been made.



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Services Offered

Lakewood Counseling Center, LLC offers an array of mental health services. These services include: individual psychotherapy, group therapy, family therapy, couples therapy, and psychological testing.

Professional Fees

Lakewood Counseling Center, LLC fees vary based on the service provided, the financial limitations of the patient and if applicable, the contracted fee agreed to as an insurance provider. Typically, the Intake Assessment (first session) is \$200., the Individual Psychotherapy session (50-60 minutes) is \$150. Online therapy fees vary depending on length of time of session but are typically \$100 for a 50-60 minute session. I maintain a portion of my practice to serve clients whom may not be able to afford my standard rates for service. Payment is due at the time services are rendered unless prior arrangements have been made.

Operations

Appointment dates and times will be arranged between you and your therapist. **In case of an emergency, you can contact the nearest crisis center (Macomb County Crisis Center 586-307-9100, Oakland County Crisis Center 248-456-0909). You may also go to the nearest hospital emergency room.** Illicit drugs and weapons are not allowed on the premises. People in possession of either will be asked to leave immediately.

Confidentiality

Federal and State laws protect the privacy of communications between a client and a clinician. In most situations, information about your treatment can only be released to others if you sign a written Authorization for Release of Information. However, there are some limits to confidentiality that are explained in the Notice of Privacy Practices.

Financial Responsibility

You are expected to pay for service at the time it is rendered, unless we agree otherwise or you have insurance coverage that requires another arrangement. Payment schedules for professional services will be agreed to when they are requested. All clients will be informed of payment fee schedules prior to rendering services. You are responsible for knowing your insurance deductible and co-pays required by your insurance plan. If your deductible for your insurance plan has not been met, the full session cost will be collected at the time of the service.

If no payments have been made to your account for more than 60 days, we have the option of using legal means to secure the payment. This may involve hiring a collection agency or going through small claims court, which will require disclosure of otherwise confidential information. In most collection situations, the only information released regarding a client's treatment is his or her name, the nature of the services provided, and the total amount due. If such legal action is necessary, its cost will be included in the claim.

Minors and Parents

Clients under 18 years of age who are not emancipated, and their parents, should be aware that the law may allow parents to examine their child's treatment records. They should also be aware that clients over age 14 can consent to (and control access to information about) their own mental health treatment, although that treatment cannot extend beyond 12 sessions or 4 months. While privacy is very important, particularly with teenagers, parental involvement is also essential to treatment success. Therefore, it is Lakewood Counseling Center's policy to request (but not require) an agreement from any client between ages 14-18 and his/her parents allowing therapists to share general information with parents about attendance and progress in treatment.

Acknowledgment of Receipt of this Notice

You will be asked to provide a signed acknowledgment of receipt of this Practice Orientation and Service Agreement as well as the Notice of Privacy Policy. If you decline to provide a signed acknowledgment, we will continue to provide your treatment, and will use and disclose your protected health information for treatment, payment and health care operations when necessary.