

CLIENT INFORMATION FORM

Welcome to Akron Family Institute. We look forward to working with you, and hope you will find the time you spend with us to be a positive experience. The following information will be helpful to you.

SERVICES PROVIDED

Your therapist will help to develop a treatment plan that will address your specific needs and problems. This plan will generally consist of a number of counseling sessions.

Your therapist may recommend that you participate in one or more of the following:

- Individual therapy
- Group therapy
- Couple or family therapy
- Referral to other professionals, such as a physician
- Participation in other therapy programs, seminars and support groups
- Psychological or personality assessments and other tests

OFFICE HOURS

The support staff is available at our offices Monday through Thursday from 9:00am until 5:00pm, and Friday from 9am until 4:30pm. In addition, our answering service will respond to your calls 24 hours a day, seven days a week. You can reach the service by calling 330-644-3469.

WAITING AREA

If you arrive early for your session, please make yourself comfortable in the lobby. Therapists often work evenings and Saturdays. After standard office hours they will greet you when it is time for your session.

CONCEALED WEAPONS

Akron Family Institute prohibits the carrying of a firearm, deadly weapon, or dangerous ordnance anywhere on the premises per OHIO REVISED CODE 2911.21 AND 2923.126.

CONFIDENTIALITY

We at Akron Family Institute are HIPAA compliant and follow all HIPAA regulations. You will receive a copy of **NOTICE OF PRIVACY PRACTICES – BRIEF VERSION** with this intake information. The complete, long version is available at your request. The nature and content of discussions and sessions with any AFI therapist will be regarded as confidential. Your therapist and **The Client's Rights** form will explain the limits to confidentiality and issues regarding the sharing or release of information.

Supervisors have responsibility to approve and oversee the treatment process. As a result, supervisors will have access to all relevant information pertaining to each case.

APPOINTMENTS

Your therapist or support staff can schedule appointments. Since schedules tend to be very full, you may want to schedule several appointments in advance. If you must cancel, please do so at least twenty-four hours in advance so that your therapist can offer the time to another client. Because it is difficult to fill this time on short notice, **appointments cancelled or missed with less than twenty-four hours notice will be charged to you at full fee and cannot be billed to your insurance company.** If you must cancel an appointment, even on short notice, we would appreciate a call to let us know you won't be here. We will try to notify you in advance if the therapist is unable to keep a scheduled appointment.

IN CASE OF EMERGENCY

Our telephone line is answered twenty-four hours a day for your convenience. During office hours, our support staff will answer the line. During other times, including nights and weekends, our answering service will respond to your needs. When you call, please indicate whether the call is routine or an emergency. Leave your name and a telephone number where you can be reached. The message will be passed to your therapist, who will respond to emergency calls as rapidly as possible. In the event that your therapist is not available, another therapist on the staff of AFI will respond to you.

FEE SCHEDULE

Your therapy session will be billed at the rate of \$130 per session. Payment is expected at the time of service, unless other arrangements are made with your therapist. If your therapist is under supervision, the billing will include the supervisor's name. AFI support staff will work with you to file your insurance claims, but it is up to you to determine what coverage your health insurance plan offers. Please present your insurance card to our support staff at your first visit and any visits following if your insurance information has changed. Your insurance company will be billed once each month. You will also receive a monthly statement to monitor payments. Please remember that the final responsibility for payment rests with you and that you must make provisions to pay for any services not covered by your insurance company.