

Legacy Psychological Services, LLC

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Consumer policy information

The relationship between you and your psychologist is based upon mutual understanding, trust, and confidence. Please take a moment to review some important information about this relationship.

Confidentiality

The information that you share with a psychologist is privileged information and is regarded as confidential. Your files are confidential and kept in a secure place. Information about you may be released only at your direction and with your written permission. In the case of minors, custodial parents and/or guardians may request information. It is in the best interest of the minor that the disclosure of such information be discussed with the psychologist at the beginning of treatment. In certain limited circumstances, a psychotherapist may be required to provide privileged information to a third party. It is advisable to discuss your questions about confidentiality at the start of treatment.

When clients enter the therapeutic relationship, they are often in distress and seeking timely help to improve their well-being. Honest and open discussion with the therapist increases the effectiveness of therapy and may shorten the time needed to get relief and satisfactory results.

Appointments

Appointment times are made by mutual agreement between you and the therapist. If you are not able to keep an appointment, you must call (513) 522-0777 to cancel 24 hours in advance. **Otherwise, you are expected to pay the full amount for all missed appointments and late cancellations.** Insurance plans and managed care companies do not reimburse for missed appointments. Voice mail messages are checked the next day.

Fees and payment

The fee for the initial session is \$160; thereafter the 45 minute session fee is \$115 and a 55 minute session \$150. If you have mental health insurance benefits or are a managed care patient, you are required to pay your portion of the co-payment or deductible at the time of service. We will bill your insurance or managed care plan for the remainder. Payment is expected within 30 days.

If you are a Medicare Part B beneficiary, we accept Medicare assignment and follow the customary billing procedures as outlined by Medicare. Statements will be sent out monthly after Medicare has paid its portion, and payment is expected within 30 days. We are required to notify your primary care physician that you are receiving psychological services from us.

The course of treatment

Each individual's case is different. The effectiveness and length of treatment depend on many factors. Most people benefit from psychotherapy. Some benefit more than others. In each situation, we will work together to outline treatment goals and criteria to determine successful outcomes. We will work within established time periods to accomplish your goals and periodically evaluate progress toward those goals. You have a right to end treatment at any time. It is best to discuss termination before it occurs.

Emergencies

We do not provide 24 hour phone accessibility or emergency services. If you are ever in serious danger of harming yourself or someone else, it is most important for you to present yourself to a hospital emergency room for evaluation and immediate help. We check our voice messages daily and returns calls at the earliest possible time.

Patient rights

Your rights as a client include:

- ◆ a right to receive information about services, the professional credentials of the therapist, clinical guidelines, and options for your care
- ◆ a right to be treated with respect and recognition of your dignity and need for privacy
- ◆ a right to participate in decision making regarding treatment goals
- ◆ a right to voice complaints to the therapist regarding any grievances related to the therapeutic process
- ◆ a right to be treated in conformity with the Ethical Principles of Psychologists of the American Psychological Association and the legal standards of practice of the Board of Psychology of the State of Ohio.