



Informed Consent

We would like you to have a clear understanding of the services we provide and our expectations of you, our client. If you have questions or need clarification, please ask your therapist, Lynette Ensalaco, M.A., LCPC, for assistance before you sign.

Services Offered

Therapeutic Life Counseling, PC provides outpatient counseling services. We work with all age groups. Licensed practitioners provide individual, group, couples and family counseling, as well as case coordination. We strive to return all messages as quickly as possible Monday through Friday. Routine messages left on the weekend may be returned Monday. We do not guarantee 24-hour crisis coverage and if your therapist is not available when you feel you are in crisis, please call the National Alliance on Mental Illness Cook County North Suburban crisis line at (847) 716-2252, proceed to your local hospital emergency room, or call 911. Initial Assessment, Diagnosis, and Counseling Process Initial assessments take place at the first appointment. These appointments are used to gather data, complete intake information, and to determine the best course of care. A diagnosis will be given for each client being seen, just as with a visit to a medical doctor. If ongoing counseling is recommended, we will diligently work to provide the best therapeutic methods and tools available. For counseling to be successful, your commitment to the process is essential. This includes regular attendance and active participation, possible homework between sessions to enhance or speed your growth, and completion of the process until the termination of counseling services. You may begin to find some relief of symptoms initially, and it may be tempting to terminate. However, this initial relief is often temporary if counseling is stopped abruptly. Because all therapists want to see you have the greatest growth possible during the time you are here, we will work with you to plan a successful wrap-up. This is an important part of the counseling process, and we highly encourage you to honor your own effort by not neglecting this phase.

Fees and Insurance

The initial assessment is \$180 and standard 60-minute sessions will be \$160. We strive to check benefits prior to the initial intake and we will submit claims directly to your insurance company. It should be noted that though we work hard to receive accurate coverage information, it is the responsibility of the client to know and understand their insurance benefits. Telephone consults less than 10 minutes are complementary if not overused. Phone and video chat sessions are the same cost as office sessions. Payment is due at the time of service. Any checks returned by the bank will incur a fee. Any balances unpaid after 90 days will be forwarded to collections. Continued non-payment will result in a report to the credit bureau and remain until the balance has been paid in full. You are welcome to request a receipt for your session at any time.

Cancelled or Missed Appointments

Due to the nature of counseling services, we never overbook our schedules. We require 24-hours notification of cancellation. We charge a \$60 Cancellation Fee for any appointment not

cancelled 24-hours in advance. If you are more than 30 minutes late for your scheduled appointment you may be asked to reschedule for another day and you will be charged the \$60 Cancellation Fee. Insurance companies will not cover missed appointment fees. These fees are immediately due by you. Please note that five or more instances of missed appointments without notifying your therapist may result in termination of services. In the event of illness or inclement weather, the cancellation fee may be waived. To have your fee waived you must contact the office prior to your appointment to notify the therapist that you will not arrive due to illness or inclement weather. You are financially responsible for the time you have reserved with your therapist. You will be billed for any services not covered by insurance.

Confidentiality

Legal and ethical standards require us to maintain confidentiality. Information cannot be divulged to any outside parties without your written consent with the following exceptions: if you are or become a danger to yourself or others, we become aware of any real or alleged abuse to children, elderly, or incapacitated people (in which case we are mandated reporters of the State of Illinois), and if we receive a properly issued subpoena accompanied by a court order to produce records. Our LPC and non-licensed therapists are supervised at Therapeutic Life Counseling, PC by Lynette Ensalaco, M.A., LCPC. If you have questions, please call our office. If you are here with family members, your therapist will discuss expectations and limitations of confidentiality.

Transfer Plan

In the event of incapacitation, death, or termination of a therapist’s practice at Therapeutic Life Counseling, PC during your care, your records will remain in our possession and a new therapist will be made available to you. If you desire to transfer care outside of our practice, you may sign a release of records and we will release a standard extract from your file. It is our standard policy to release records directly to another provider. Any variance will be arranged by the therapist.

Notice of Privacy Policies and Clients Rights

I hereby acknowledge that I have been offered this “Informed Consent” Agreement. I have read and understand the above statements on services, policies, and procedures. My signature below indicates that I give my full consent to receive services at Therapeutic Life Counseling, PC with Lynette Ensalaco, M.A., LCPC.

Client Signature (age 12 & over) _____

Date _____

Client’s Guardian (for minors) _____

Date _____