

Kathy B. Spurlock, LPC
Counseling Policies and Procedures

CLIENT BILL OF RIGHTS

Kathy B. Spurlock, LPC does not discriminate on the basis of religion, gender, marital status, age, sexual orientation, nationality, disability or public assistance status.

Every client has the right to:

- ❖ Choose freely among available mental health professionals and practitioners in the community and change providers when desired
- ❖ Receive current information concerning his or her diagnosis and treatment plan
- ❖ Be informed prior to, or at the time of the intake appointment, any charges that are the client's responsibility to pay beyond the coverage of health insurance
- ❖ A coordinated transfer of care when there is a change of providers
- ❖ Assert their client rights without retaliation

THE COUNSELING RELATIONSHIP

Although therapy sessions involve personal information, the therapeutic relationship is a professional relationship rather than a social one. Appropriate boundaries are necessary for your protection and to assure the focus of the counseling relationship remains on helping you achieve your goals. You will best be served if our sessions concentrate exclusively on your goals and concerns. Some clients need a few sessions to achieve their goals while others may require or desire a longer process. I do request that if you wish to end the counseling relationship you participate in a termination session.

APPOINTMENTS

I realize that occasionally, you may not be able to keep a scheduled appointment. Therefore, if you need to change an appointment time, please call or text Kathy B. Spurlock, LPC, directly at (919) 272-8908 as soon as possible. Please remember that your appointment time has been reserved solely for you and it is my policy to charge \$75 for un-kept appointments and \$50 for appointments canceled without 24 hour notice. Remember, successful therapy requires a commitment on the part of the client, thus it is important that you keep your appointment if at all possible.

ELECTRONIC COMMUNICATION AGREEMENT

Electronic Communication Risk Factors (including but not limited to email and texting)

- ❖ These communications can be immediately broadcast worldwide and be received by many intended and unintended recipients
- ❖ Recipients can forward messages to other recipients without the original sender's permission or knowledge
- ❖ Electronic Communication is easier to falsify than handwritten or signed documents
- ❖ Backup copies of electronic communications may exist even after sender or recipient has deleted said message

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Because of the above risks, we cannot guarantee the security and confidentiality of Electronic Communication (EC). Therefore, Clients must consent to the use of such communication for confidential medical information. Consent for electronic Communication includes agreement of the following conditions:

1. All EC to or from the client concerning diagnosis or treatment will become a part of client's medical record.
2. EC's should not be used in the event of a medical emergency.
3. Because employees do not have the right of privacy in their employer's EC systems, clients should not use their employer's EC systems to transmit or receive confidential medical information.
4. Kathy B. Spurlock, LPC , will take reasonable steps to protect the confidentiality of client EC's, but cannot guarantee EC's will be private and is not liable for improper disclosure not caused by Kathy B. Spurlock, LPC.
5. If Client consents to use of EC, he/she is responsible for informing Kathy B. Spurlock, LPC of any type of information client does not want to be shared by EC.
6. Any use of EC by client that discusses diagnosis or treatment by the Client, constitutes informed consent to the foregoing. Client may withdraw consent for any EC at any time by written communication to Kathy B. Spurlock, LPC.
7. By signing the consent to services on Client Information Form, you signify understanding of these risks and agree to the terms of this agreement for EC's.