

# Lifepointe Counseling Services

## Kristel Headley, Ph.D., LPC-MHSP, ACS

### Practice Policies and Informed Consent

Welcome! This is a counseling practice deeply committed to holistic, quality care. Dr. Headley is licensed by the State of Tennessee as a Licensed Professional Counselor with Mental Health Service Provider designation (#2339). It is her intent to provide the highest quality professional counseling services so that the issues that have brought you into counseling may be resolved as we work together. In our efforts to provide high quality professional counseling, we want to make sure you are clearly informed of some of our basic policies and procedures. Please read the following information. *Dr. Headley will go over this information during your first session and you will be asked sign at the bottom signifying your agreement.* If you have any concerns, please discuss them further with her.

**Confidentiality:** Professional ethics and Tennessee state law indicate that confidential information is controlled by the client. As a general rule, information shared in sessions with a counselor will be held in confidence. Counselors may be required by law to release information under certain conditions as follows: 1) the client has revealed serious intentions of self-harm or harm towards others; 2) there is evidence or reasonable suspicion of negligence or abuse of minors, elders or dependent adults. If you ask us to share or acquire information with family, friends or practitioners unaffiliated with Lifepointe Counseling, we must have your written permission to do this. In family or marital counseling, all legally competent parties must agree and sign the release of information. When working with families and couples I have a no secrets policy, which means that any information shared with me in or out of session is accessible and will be shared with other family members involved in treatment. Additionally, Tennessee State Statute establishes the right of non-custodial parents access to medical records of minors, including behavioral health treatment. Clients who elect to communicate with counselors via email, text or social media should be aware that those forms of communication cannot be guaranteed confidential and should limit their use to matters associated with scheduling appointments. I do not engage crisis issues via text, email or social media.

When working with minors, I will not share the content of sessions with parents/guardians, unless the content must be shared for safety reasons or if my clinical judgment warrants sharing content for the welfare and health of the minor. I will discuss progress and treatment planning in general terms with parents/guardians. Parents are encourage to be an active pare of the counseling process; be prepared to be in session wit your child at times and to have “homework assignments” for your family.

**Professional Services:** I am available for counseling appointments at select times during the week. The phone number you can reach me on is 865-201-7230. You can also reach me by email at [kheadleylpc@gmail.com](mailto:kheadleylpc@gmail.com). I do not do phone consultations. If you have an emergency, you may obtain assistance by calling the Crisis Unit at 865-539-2409 or by going to your local hospital emergency room. For a crisis with minors you can call the mobile crisis line at 866-791-9224. I will unable be unable to respond to texts and emails in a timely manner; therefore, do not text or email me when you are in a crisis and feeling suicidal, overwhelmed, or unsafe. Please call the crisis line or go to your nearest emergency room in these instances.

**I am not a certified Custody Evaluator or an Expert Witness, as defined by the legal system.** In the case that I would be subpoenaed to court or involved in any legal matter, the client will be charged a fee of \$200 an hour. This includes note taking, phone calls, writing case summaries, travel time, time in court, etc.

**Client's Bill of Rights:** All clients have rights with respect to their counseling. These include:

- the right to ask questions about your therapy and have your counselor's approach and methods explained to you;
- the right to decide not to receive help from Dr. Headley. If you wish, we will provide you with the names of other qualified professionals whose services you might prefer;
- the right to end counseling at any time without any moral, legal, or financial obligations other than those already incurred;
- the right to know the American Counseling Association Code of Ethics followed by Dr. Headley;
- the right to specify and negotiate therapeutic goals and to renegotiate them when necessary;
- the right to request in writing a copy of your record (fees may apply prior to dissemination of record – we reserve the right to provide a summary of the record when deemed appropriate by Dr. Headley; we cannot provide summary statements or copies of documents from the record unless we have written permission from all parties present during the course of therapy;
- the right to be fully informed of the limits of confidentiality; and,
- the right to be fully informed about fees and methods of payment.

**Benefits/Risks:** The counseling process is designed to be a time of healing and growth. This healing journey may look different for each person and during each phase of the process. Learning to resolve difficulties in your life and relationships is a lifelong benefit of therapy. Our goal is to help you develop and maintain healthy relationships, and find fulfillment as an individual, couple, or family. Dr. Headley can include and integrate spirituality in the counseling process to the degree that you are comfortable. Since the therapeutic experience is unique to each client, you may discover additional benefits as you work at resolving your specific concerns. While our hope is that you will benefit from the process, we make no guarantees about any specific outcome or benefit.

**Cost:** My fee for all types of counseling services is \$100 per clinical hour (50 minutes). Sessions lasting 25-30 minutes will be charged \$50, and 90 minute sessions will be charged \$150. Payment (cash or check) is expected at the beginning of each session,

