

Midwest Psychological Services, LLC

10820 Sunset Office Drive, Suite 120, Sunset Hills, Missouri 63127

•Phone: (314) 319-3148 •Fax: (888) 920-1342 •Email: info@midwestpsychservices.com

A great place to grow.

MENTAL HEALTH SERVICE CONTRACT

WELCOME

We are pleased to have the opportunity to work with you. We are a team of professionals who provide psychotherapy, assessment, and/or parenting services. We are located at 10820 Sunset Office Drive, Suite 120, Sunset Hills, MO 63127. You may reach us by telephone at (314) 319-3148. Please know that our care coordinator will make every effort to return your telephone call within 24 hours. Please place a check mark next to your communication preferences

- I agree that information may be exchanged via email.
- I agree that the Midwest Psychological Services LLC can leave voice messages at the phone number provided.

In case of emergency, please call 911 or go to your local emergency room and ask for the psychologist on call, or call Behavioral Health Response at 1-800-811-4760.

This document is designed to provide you with important information about our services, as well as our business policies and procedures. Please read this agreement carefully before signing. It represents an agreement between us.

PROCESS

During your first meeting, Dr. Debra Zand will speak with you for approximately 45 to 60 minutes. The meeting (also known as an Intake) is an opportunity for you to discuss your initial needs, concerns, and expectations. Intakes typically are comprised of a(n):

- Record review
- Clinical interview
- Mental status exam
- Interactive observation
- Initial conceptualization and recommendations.

Recommendations may include additional *assessment, psychotherapy, parenting services, and/or referrals*. The cost of an intake is \$250. If additional intakes are needed the cost per intake is \$250.

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SERVICES

The Midwest Psychological Services, LLC conducts psychological *assessments, psychotherapies, and parenting services*. Please note that the Midwest Psychological Services, LLC reserves the right to deny services to individuals whose concerns are beyond our scope of competence, as well as to any individual that abuses or misuses services in any manner (e.g., frequent missed appointments, delinquent payment). If at any point during the provision of our services we assess that we are not effective in helping you, we are obligated to discuss it with you and, if appropriate, to terminate services. In such a case we would give you a number of referrals that may be of help to you. You also have the right to terminate services at any time. If you choose to do so, we will offer to provide you with names of other qualified professionals whose services you might prefer.

Assessments

Our doctoral level practitioners conduct comprehensive psychological testing with tailored recommendations to support social, emotional, and behavioral development. Psychological assessments are conducted for a variety of reasons, including diagnostic clarification, qualification for services, and treatment recommendations. A psychological assessment seeks to provide information about a specific question pertaining to psychological, cognitive, or emotional functioning, using standardized and empirically validated tools chosen by the clinician. The results can be of great value in accessing specialized services, qualifying for educational or occupational accommodations, clarifying the nature of emotional or cognitive symptoms, and designing treatment interventions. There can be no guarantees about the outcome of a psychological assessment. Further, undergoing a psychological assessment may involve discussing unpleasant aspects of your life and may lead to unanticipated results and/or conclusions you find to be discomforting. Dr. Zand attempts to minimize these risks by thoroughly reviewing the nature and purpose of the testing with you and explaining the results in language you can understand.

Dr. Debra Zand oversees all aspects of the assessment. Psychological assessments typically include the following:

- 2-8 hours of testing. This can vary greatly depending on the issue and referral questions that need to be addressed.
- 2-4 hours of scoring
- 3-6 hours of report writing
- 1 hour feedback session.

The total evaluation time can range from 8 to 19 hours (i.e., average of about 12 hours). These guidelines can vary depending on the referral questions that need to be addressed, as well as whether prior testing has been performed. During the feedback session, a paper copy of the report will be provided. Legal guardians will be given 30 days post receipt of the report to correct factual errors. All changes must be submitted in writing via email. In custody cases, all legal guardians must be copied on the email exchanges. The fee for assessment ranges from \$1000 - \$4000.

Psychotherapy

Psychotherapy is a collaborative process based on the relationship between you and your therapist. Although there are different types of psychotherapy, each relies on communication as the basic tool for bringing about change. Psychotherapy may involve an individual, groups of individuals,

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parents, couples, or families. It provides a supportive environment that allows you to interact openly with someone who is accepting and empathic.

Dr. Zand uses a playful, trauma informed, integrative approach to conducting individual and family psychotherapies. Her approach affirms the inherent value of each individual and family, and focuses on enhancing each person's capacity to experience connection, trust, and joy. Dr. Zand works with individuals at the emotional, behavioral, cognitive, and physiological levels within the context of their environment. Dr. Zand believes that playing, drawing, building, moving, and pretending, as well as talking, are important ways of sharing feelings and resolving problems. She uses psychotherapy interventions that are based on current interdisciplinary research. Examples of the different types of therapies she draws upon include: attachment-based therapy, client-centered therapy, cognitive-behavioral therapy, psychodynamic therapy, humanistic therapy, mindfulness, family systems therapy, and gestalt therapy. Dr. Zand's approach is individualized, flexible, and adaptable.

Please know Dr. Zand monitors progress and outcomes to ensure you are benefitting from our services. Sometimes people get worse from interventions. Improvement requires attending appointments and following through with recommendations. Additional challenges associated with psychotherapy include addressing painful emotional experiences and/or feelings and being challenged on a particular issue. You are encouraged to discuss these challenges with Dr. Zand at any time.

The duration of psychotherapy services will vary per person. Factors that impact the duration of services include, but are not limited to treatment goals, severity and duration of symptoms, and interventions selected. If you believe there is insufficient progress after a reasonable period of time, it is always appropriate to speak with Dr. Zand about your concerns and/or talk to another therapist to assure that treatment is on track and helpful. The fee for psychotherapy is \$180.00 per 60-minute session.

Parenting

Parenting services may include parenting therapy or Parent Management Training.

Parenting therapy helps parents identify, address, and manage their own past or present experiences that may be affecting the way they relate to their child. In some cases, parenting therapy may also help parents better communicate between each other to maintain a cohesive and structured parenting approach. Parenting therapy provides a judgement-free zone for parents to discuss tough moments in parenting and learn how to better manage these tough moments moving forward. Overall, parenting therapy aims to provide parents with the necessary knowledge, tools, guidance, and support to take care of themselves and their children in the most ideal way possible. Parenting therapy is provided by Dr. Zand. The fee for parenting therapy is \$180 per hour.

Parent Management Training (PMT) focuses on helping parents learn new skills to manage their child's behavior(s). PMT tends to be brief and structured. Intervention goals focus on reducing challenging behaviors (e.g., aggression, defiance). During PMT sessions, parents develop and strengthen their skills to improve their child's functioning.

At the Midwest Psychological Services LLC, only accredited providers administer PMT. Your provider will monitor progress and outcomes to ensure you and your child are benefitting from PMT. Sometimes a child's behaviors get worse before it gets better. Improvement requires attending appointments, following

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through with recommendations, and discussing challenges with your provider. The fee for Parent Management Training is \$85 per hour.

CONFIDENTIALITY

The law protects the privacy of all communications between a client and a psychologist, as well as between a client and staff employed by the psychologist. In most situations, Dr. Zand can only release information about your services to others if you sign a Release of Information Form that meets certain legal requirements imposed by the law. There are other situations that require only that you provide written, advance consent. Your signature on this Agreement provides consent for those activities, as follows:

- Dr. Zand may occasionally find it helpful to consult other health and mental health professionals about your case. During a consultation, she will make every effort to avoid revealing your identity. The other professionals are also legally bound to keep the information confidential. Unless you object, Dr. Zand will not tell you about these consultations unless she feels that it is important for your work together. She will note consultations in your clinical record
- If you threaten to harm yourself, Dr. Zand may be obligated to seek hospitalization for you, or to contact family members or others who can help provide protection.

There are some situations where Dr. Zand is permitted or required to disclose information without either your consent or authorization:

- If you are involved in a court proceeding and a request is made for information concerning the services you are receiving at the Midwest Psychological Services, LLC, such information is protected by the psychologist-patient privilege law. Dr. Zand cannot provide any information without your (or your legal representative's or legal guardian's) written authorization, or court order, or if a subpoena is served. Dr. Zand may have to release information in a sealed envelope to the clerk of the court issuing the subpoena. If you are involved in or contemplating litigation, you should consult with your attorney to determine whether a court would be likely to order Dr. Zand to disclose information.
- If a government agency is requesting the information for health oversight activities, Dr. Zand may be required to provide it for them.
- If you file a complaint or lawsuit against any staff member of the Midwest Psychological Services, LLC, Dr. Zand may disclose relevant information to defend herself and/or her staff.
- If Dr. Zand has reason to suspect that a child is abused or neglected, the law requires that she file a report with the appropriate governmental agency. Once such a report is filed, she may be required to provide additional information
- If Dr. Zand has reason to suspect that an adult is abused, neglected or exploited, the law requires that she report to the appropriate governmental agency. Once such a report is filed, she may be required to provide additional information.
- If you communicate a specific threat of immediate serious physical harm to another person or people, and Dr. Zand believes you have the intent and ability to carry out the threat, she is required to take protective actions. These actions may include notifying the potential victim or their guardian, contacting the police, or seeking hospitalization for you. If such a situation arises, Dr. Zand will make every effort to fully discuss it with you before taking any action and will limit disclosure to what is necessary.

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- If your account has not been paid for more than 60 days and arrangements for payment have not been agreed upon, we reserve the option of using legal means to secure the payment (see Payment section).

AUTHORIZATION OF A MINOR'S TREATMENT

Authorization

To authorize mental health treatment for your child, you must have either sole or joint legal custody of your child. If you are separated or divorced from the other parent of your child, please notify Dr. Zand immediately. Dr. Zand will ask you to provide her with a copy of the most recent custody decree that establishes custody rights of you and the other parent or otherwise demonstrates that you have the right to authorize treatment for your child.

Risks

One risk of child therapy involves disagreement among parents and/or disagreement between parents and the therapist regarding the child's treatment. If such disagreements occur, Dr. Zand will strive to listen carefully so that she can understand your perspectives and fully explain her perspective. We can resolve such disagreements or we can agree to disagree, so long as this enables your child's therapeutic progress. Ultimately, parents decide whether to continue services. If either parent decides that therapy should end, Dr. Zand will honor that decision, unless there are extraordinary circumstances. However, in most cases, Dr. Zand will ask that you allow me the option of having a few closing sessions with your child to appropriately end the treatment relationship.

Disclosures

Although the laws of Missouri give parents the right to see any written records that Dr. Zand keeps about your child's treatment, by signing this agreement, you are agreeing that your child or teen should have a "zone of privacy" in their meetings with Dr. Zand, and you agree not to request access to your child's written treatment records.

Court Testimony

When a family is in conflict, particularly conflict due to parental separation or divorce, it is very difficult for everyone, especially for children. Although Dr. Zand's responsibility to your child may require her helping to address conflicts between the child's parents, her role will be strictly limited to providing treatment to your child. You agree that in any child custody/visitation proceedings, neither of you will seek to subpoena my records or ask Dr. Zand to testify in court, whether in person or by affidavit, or to provide letters or documentation expressing her opinion about parental fitness or custody/visitation arrangements. Please note that your agreement may not prevent a judge from requiring Dr. Zand's testimony, even though Dr. Zand will not do so unless legally compelled. If Dr. Zand is required to testify, she is ethically bound not to give her opinion about either parent's custody, visitation suitability, or fitness. If the court appoints a custody evaluator, guardian *ad litem*, or parenting coordinator, Dr. Zand will provide information as needed, if appropriate releases are signed or a court order is provided, but she will not make any recommendation about the final decision(s). Her billing rate is \$400 per hour for time spent traveling, speaking with attorneys, reviewing and preparing documents, testifying, being in attendance, email exchanges, telephone conversations, and any other case-related costs. Fees will be billed in 15-minute increments. The aforementioned party will also be responsible for reasonable attorney fees billed by Dr. Zand's counsel.

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APPOINTMENTS & CANCELLATION POLICY

When booking appointments, we will make every effort to accommodate your schedule. Our office generally is open Monday through Friday from 9:00 am to 6:00 pm. Weekend hours are sometimes available.

Please note that it is your responsibility to schedule appointments. Our schedules fill up quickly, and you will need to schedule appointments weeks in advance to increase the likelihood of getting a time that works with your schedule. It is your job to make sure that you respond in a timely fashion to increase the likelihood that you will get the appointment you want. You can schedule an appointment by contacting our care coordinator by telephone (314-319-3148) or by email (info@midwestpsychservices.com). The length of your appointment will vary depending upon the service provided (see Services section). Brief telephone conversations to discuss changes in appointment times are free of charge. Telephone calls with Dr. Zand that are over 5 minutes will be billed at the rate of \$45 per 15-minute increments.

An appointment is a commitment to our work together and a contract between us – we each agree and promise to be here and on time. Since the scheduling of an appointment involves the reservation of time specifically for you, we require that you provide at least 24-hour notice if you are unable to keep a scheduled appointment. Missed sessions and late cancellations will be billed directly to you at the rate of: \$180.00. This fee is your responsibility and is not paid by insurance.

PAYMENT

Payments for the intake, psychotherapy, and parenting services are expected at the time services are provided. For assessments, payments are completed in 2 phases: the first ½ is due at the initiation of the assessment and the remainder is due when feedback and results of the assessment are provided.

It is your responsibility to make sure each session is paid. We accept American Express, cash, checks, Discover, Mastercard, Visa, HSA, and debit cards. A \$25 service charge will be applied for each returned check. Ivy Pay, a HIPAA-secure, instant pay mobile app will be used to process credit, debit, and HSA cards. At the time of your first appointment, we will ask you to provide a telephone number below, which we will enter into an app along with a charge for the session fee. Ivy Pay will text you a secure link leading to a page where you enter your credit card information and approve the charge. At no time do we have access to any of your credit information.

Please note that we are an out of network provider. Upon your request, we will provide you with a super bill, which you can submit to your insurance carrier for reimbursement. It will be important for you to check with your insurance carrier about this benefit.

Please note that the fee for preparation of records is governed by Missouri Revised Statute 191.227. As of February 2023, fees for copying will be \$28.57 plus \$0.66 per page for the cost of labor and supplies for copies provided in paper form and \$26.75 for additional costs if records are maintained off-site. The fees charged are adjusted annually based on the Consumer Price Index for All Urban Consumers (CPI-U).

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CONSENT TO SERVICES

A photocopy of this authorization shall be considered as effective and valid as the original.

By signing below, I consent for the Midwest Psychological Services, LLC to provide an intake, assessment, therapy, and/or parenting services. I understand that at any time, I may question and/or refuse any service or gain whatever information I wish to know about the process and course of these services. I may also terminate services at any time. I understand and agree to all of the policies and procedures noted above. *By signing below, I acknowledge that I have read the above Agreement, understand all of the information provided, and agree to comply with the requirements outlined in the contract above.*

Client Name (ages \geq 7 y.o.)/Signature/Date

Legal Guardian Name/Signature/Date

Provider Name/Signature/Date

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