



**CONFIDENTIAL CLIENT APPLICATION FOR SERVICES**  
**109 Enterprise Parkway Suite 201, Boerne TX 78006, 830.331.4032**  
**Thank You for Printing Clearly**  
**January 29, 2018**

Today's Date \_\_\_\_\_ 1st session scheduled \_\_\_\_\_

Client's Last Name \_\_\_\_\_ First \_\_\_\_\_ MI \_\_\_\_\_ SSN \_\_\_\_\_

Mailing Address \_\_\_\_\_  
 \_\_\_\_\_ (Street) \_\_\_\_\_ (City) \_\_\_\_\_ (Zip)

Email (for appointments/administration, not counseling) \_\_\_\_\_

Home #: ( ) \_\_\_\_\_ - \_\_\_\_\_ Cell #: ( ) \_\_\_\_\_ - \_\_\_\_\_ Work #: ( ) \_\_\_\_\_ - \_\_\_\_\_  
 You prefer to be called/leave messages Home ( ) Cell ( ) Preferred reminder (circle one) voice or text

Birth Date \_\_\_\_\_ Gender \_\_\_\_\_ How were you referred here? \_\_\_\_\_

If client is a student, school attending: \_\_\_\_\_

**Responsible Party** (insurance/payment/for client, must be present to sign)

Subscriber/Name (printed): \_\_\_\_\_ Phone: \_\_\_\_\_

DOB: \_\_\_\_\_ Relationship to Client: \_\_\_\_\_

Mailing Address \_\_\_\_\_  
 \_\_\_\_\_ (Street) \_\_\_\_\_ (City) \_\_\_\_\_ (Zip)

Employer: \_\_\_\_\_ Insurance ID #: \_\_\_\_\_ Group: \_\_\_\_\_

Insurance Company Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

**ALL FEES ARE DUE AT THE TIME OF THE APPOINTMENT.** Fees are due for any scheduled appointment **unless the appointment is cancelled more than 24 hours in advance.** If the provider is not a network provider for my insurance company, I understand that it is necessary to first pay the fees and then file with the insurance company for reimbursement. Initialing and signing below shows **I agree and all overpayments can be applied to future sessions.**  
 \_\_\_\_\_ (Initials) I authorize the release of any medical information requested by my insurance company that is necessary to process this claim or for audit purposes.  
 \_\_\_\_\_ (Initials) I authorize payment be made to this provider for services rendered.

**By signing this form, I am requesting treatment and give permission for the exchange of information between my insurance company if applicable, Susan Loveland (and associates), and credit/debit companies. I accept avoidably missed sessions will be billed on my credit/debit card unless I state or request otherwise in writing. I certify I have read and understand the HIPAA materials provided.**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**Debit/Credit/FSA/HSA Card Approval**

Type of Card: \_\_\_\_\_ Name on Card: \_\_\_\_\_ Payer Zip Code: \_\_\_\_\_

Card # (last 4 only) \_\_\_\_\_ Exp Date: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**CONFIDENTIAL COUNSELOR-CLIENT INFORMED CONSENT**  
**ACORN COUNSELING PLLC**  
**109 Enterprise Parkway Suite 201 Boerne TX 78006, 830.331.4032**

**Purpose:** Acknowledge consent to use and disclosure of health information, and clarify the professional counseling relationship and expectations.

**Background:** Master of Arts degree (**Not a Doctor**) in counseling from St Mary's University (2006), Registered Play Therapist has experience and special training in play and art therapy and National Board for Certified Counselors (NCC) certification. Provider is a Certified Eye Movement Desensitization and Reprocessing (EMDR) Therapy Therapist.

**Limitations:** LPC practice is limited to individuals, couples, families, and groups of only clients who I believe have the capacity to resolve their own problems with my assistance. I believe people find happiness and contentment in their lives as they choose to gain awareness and self-acceptance, forgive and let go. Clients understand that counseling is based on attending regularly scheduled counseling appointments and talking openly with their counselor. Clients realize they may encounter troubling emotions in the course of counseling. Although counseling is usually a beneficial process, clients understand that there can be no guarantees concerning the outcome of treatment or the achievement of specific goals. However, they can expect to be heard and accepted as a human being of value and worth. Signing below constitutes consent to the counselor to provide appropriate treatment (to me or to the minor for whom I am parent/guardian) in an ethical and professional manner and that all questions have been answered in an acceptable manner.

**Professional Relationship Rather Than a Personal One. Contact will be limited to the paid sessions or phone calls to schedule sessions.** Please do not invite me to social gatherings, offer gifts, or ask me to relate to you in any other way than in the professional context of our counseling sessions. You will be best served if our relationship remains strictly professional and our sessions concentrate exclusively on your concerns. **All information that is shared in therapy is held in confidence with legal exceptions listed below and will not knowingly be shared with another medical person without your written consent. There is a vulnerable aspect in all faxes, electronic communication devices that MAY NOT BE PREVENTABLE, regardless of safeguards and reasonable measures. Therefore, technical equipment (phones) that may be deemed to cause interruptions are expected to be left out of session.**

**Goals:** Self-awareness, self-acceptance, those mutually accepted by our professional relationship. Please discuss with me first if you have any concerns about aspects of our relationship and you may contact the State Board in the event that you do not find resolution.

Reason for Counseling: \_\_\_\_\_  
Are there suicide concerns? Yes ( ) No ( ) Homicidal concerns? Yes ( ) No ( ) Drug Usage? Yes ( ) No ( )  
Goals for Counseling: \_\_\_\_\_

On a scale of 1 to 5, 1 being least and 5 being most, how willing are you/the client to make changes to improve the situation (circle a #)?    1            2            3            4            5

**Termination:** You or I may choose to discontinue the counseling relationship at any point. I will be supportive of that decision and appreciate you discussing this with me. If counseling is successful, you should be able to face life's challenges in the future without my support. **I expect open communication if there is ever a problem with the counseling service provided.** Last session or no response after 60 days of last session or communication constitutes termination. We must terminate or refer to other therapists if counseling is no longer a benefit to you, the client, or I feel that I can no longer be helpful.

**Please initial by each statement acknowledging acceptance and understanding of expectations:**

**1. Records and Confidentiality** The Health Insurance Portability and Accountability Act (HIPAA) provides safeguards to protect your/client's privacy. Implementation of HIPAA began officially on April 14, 2003. This form is an agreement between you/the client, and this clinic. When we use the word "you" it refers to you, your child, relative, or you as a client. When we examine, diagnose, treat or refer you, we will be collecting what the laws call Protected Health Information (PHI) about you. We need to use this information here to decide what treatment is best for you and to provide treatment to you. We may also share your information with others who provide treatment to you or need it to arrange payment for your treatment or for other business or government functions.

**2. Communication.** All of our communication becomes part of the clinical record, which is accessible to you upon written request. The complete privacy notice is posted in the waiting room and/or available online or at the reception desk. Occasionally the therapist may find it helpful to consult with other health professionals about your case or for scheduling, billing, and quality assurance who have been trained and agree to protect your personal health information (PHI). The counseling practice is advanced through publication and presentations. Data obtained through our professional relationship may be subject to use in these venues. It is understood and agreed that any data released will be disguised. Note: Reasonable and minimum standards are applied to protecting electronic and telephonic communication of your privacy information. No communication is 100% protected; signing below acknowledges accepting risk related to supporting the client's care. Telephones are preferred to arrange or modify appointments and email for payment receipts only. However, if you choose to communicate by email, be aware that you accept all risk and liability and all emails are retained in the logs of your and Susan Loveland's Internet service providers. Confidentiality can therefore not be guaranteed. **Cell phones and other recording devices** are expected to be **left outside of session** or at least **turned off** or set to vibrate only during sessions to minimize distractions. Signatures of approval by all parties involved are required prior to any recordings, **lack of signatures invalidates recordings.** [ Initials ]

**3. Confidentiality only exists in civil cases, not in criminal cases. I am a mandatory reporter, and will keep confidential anything you say to me, with the following exceptions:**

- a. According to state and local laws, therapists must report to the appropriate agencies all cases of physical or sexual abuse or neglect of minors (Under 18) or the elderly or disabled.
- b. According to state and local laws, therapists must report to the appropriate agencies all cases in which there exists a danger to self or others.
- c. When authorized by the recipient of services, in order to process medical insurance claims and authorized payment of benefits.
- d. In the event that a patient is in need of emergency services and other medical personnel need to be contacted.
- e. If you become involved in specific kinds of legal proceedings, the **courts may subpoena information concerning your treatment, and the licensing board may request a copy, signing below acknowledges this understanding.**

**4. In the event of the therapist' death or incapacity,** your records are stored and accessible by Acorn Counseling PLLC, or Thomas Preininger, LCSW, M. Div. at 830.331.4032. If, due to changing laws, we are required to change our Notice, you may get a copy from us by requesting one or obtain it online. You have the right to ask us not to use or share your information by requesting this in writing; we are not required to agree to these limits, but will do what we can to honor your wishes. You also have the right to revoke your agreement, also in writing. Records requests must be in writing.

**5. IF CLIENT IS A MINOR:** I give permission for this minor child to receive counseling without a parent or guardian present, and **agree to provide a full copy of the custody documents prior to first session with the minor and whenever those documents change (example: temporary to permanent custody).** Children under the age of 18 years will be treated only with all legal guardians or parental consent. Signing this form constitutes acknowledgement that you are the guardian (as established by the state or the divorce decree) of any minor present for treatment, children have gone to the restroom, wear appropriate play clothes, have eaten, and are ready for a 60-minute session with minimal interruptions. Reasonable precautions are taken for the care of clients. However, in the rare event that a child becomes sick or injures themselves, parents/guardians are expected to take responsibility for care/treatment. Are both parents agreeing to counseling? If not, what is the problem and how will it be resolved?

\_\_\_\_\_ [ Initials ]

**6. Parents/guardians/family members are expected to remain quietly in the waiting room if not included in the session(s). Please do not bring children you may have to leave unattended. There are no babysitting resources and limited waiting room facilities. Initializing acknowledges Acorn and Associates will not be held responsible for supervising dependents/friends/relatives waiting for clients.** [ Initials ]

**7. Physical contact** may occur in the course of play or therapy in the form of supporting a child to protect from harm or protect boundaries. Reasonable and necessary precautions will be taken to provide positive growth, protect clients and therapists, and all situations cannot be anticipated. **It is the client/guardian's responsibility to address any concerns about this subject as soon as possible or prior to the next session.** [ Initials ]

**8. Who May We Contact in Case of Emergency?**

Name \_\_\_\_\_ Name \_\_\_\_\_  
Address \_\_\_\_\_ Address \_\_\_\_\_  
City/State/Zip \_\_\_\_\_ City/State/Zip \_\_\_\_\_  
Tel. Number \_\_\_\_\_ Tel. Number \_\_\_\_\_  
Primary Care Physician (name/office practice name/phone number)

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**9. Spirituality:** This practice offers Christian Counseling to include discussions about your God, optional prayer and scripture. Please indicate your desire for this kind of counseling Yes [ Initials ] No [ Initials ]  
Do you believe religious/spiritual issues might play a role in your concerns/solutions? Yes [ Initials ] No [ Initials ]  
Please describe your spiritual background:

**10. Conflict:** The therapist will play no active role in divorce/custody proceedings between \_\_\_\_\_ & \_\_\_\_\_, or share specific information that either party who confides during individual therapy sessions. The therapist’s role will be to facilitate communication between members for reconciliation, and not serve as a witness for either party. Initials and signature below indicate understanding and agreement by these conditions. It is unethical for me to do any forensic evaluation during the course of treatment. **A complete printed copy of the co-parenting plan for children of divorce is required BEFORE sessions begin.** [ Initials ]

**11. Fees and Insurance Reimbursement.** Unless paying Private Pay, your insurance is a contract between you, your employer/source, and insurance company. Policies vary widely in services. **Initial fee of \$120, subsequent individual sessions \$120, couple/family session \$120 when billing insurance** are due at the beginning of each session. Cash or personal checks to Acorn Counseling PLLC, debit or credit cards are acceptable for payment. **Additional time for a longer than originally scheduled session is \$100/hour. Signing below indicates approval of this policy prior to sessions. If sessions go longer than the scheduled time of 55 minutes, the client or guardian accepts the additional fee of \$100/hour private pay, unless the request is for public assistance for which there is no charge. Telephone consults or discussions will be charged at \$45/half hour. Discussions are expected to be contained to during session, and no email or texting is acceptable.**

**12. Professional services such as consulting, talking with attorneys or other providers, creating treatment summaries, or records preparation are \$100 payable prior to services delivered. I require a \$2,500 retainer + \$300/hour prior to action for legal documents or court appearances. Copies of records are \$25 for the first 20 pages, \$.50 per page thereafter, plus the actual cost of shipping if mailed. The provider is not required to provide the record until the fee is paid unless there is a medical emergency.**

**13. There is a \$30 fee for returned checks.** Please note that fees are subject to change and negotiated before sessions and payments are due. Clients or Guardians are responsible for full payment of fees, regardless of insurance company policies. **Clients are responsible for notifying this office when their insurance changes, and following through with their insurance account adjustments.** Consistency is an important part of the counseling process, and the appointment time that you schedule is reserved for you; it is not available to anyone else. Once an appointment has been scheduled, you will be expected to pay for it unless you provide notice of cancellation at least 24 hours in advance or were unable to attend due to circumstances beyond your control. Messages received on the answering system are acceptable for prior notice. Sometimes it may be necessary to reschedule an appointment and every effort to contact you in advance will be done so. **A fee of \$60 will be assessed for avoidable, missed, no show, or short notice canceled sessions.** Professional services such as consulting, talking with attorneys or other providers, creating treatment summaries, or records preparation are \$60 payable prior to services delivered. **A \$2,500 retainer + \$300/hour is required prior to action for court appearances. Copies of records are \$25 for the first 20 pages, \$.50 per page thereafter, plus the actual cost of shipping if mailed. The provider is not required to provide the record until the fee is paid unless there is a medical emergency. Initials indicate acceptance that if sessions go longer than the scheduled time of 60 minutes, the client or guardian accepts the additional fee of \$50/half hour, unless the request is for public assistance for which there is no charge.** [ Initials ]

**12. Recording sessions knowingly or unknowingly violates public rights and policies and will not be tolerated. Technical devices are required to be left outside of session. Outside video surveillance is for our safety and signing below acknowledges acceptance of the policy as well as knowing that any concern about it must be brought up promptly to the provider.**

**13. I will not accept any gifts. We have a professional relationship limited to session or phone calls about scheduling or limited supporting sessions.**

**14. Are you currently receiving counseling from another counselor? Yes ( ) No ( )** If you are currently receiving counseling services from a counselor, psychologist, psychiatrist, or religious leader, I may not be able to offer you services. Please discuss this with your therapist prior to sessions beginning or at any time this changes.

**15. Concerns or Complaints.** If you have a concern or complaint with the service, we encourage you to first discuss the matter with your counselor. If you feel you cannot resolve it satisfactorily, you are encouraged to submit your complaint in writing to Acorn Counseling PLLC. An individual who wishes to file a complaint against a Licensed Professional Counselor may call 1-800-942-5540, or write to: Texas State Board of Examiners of Professional Counselors, 1100 W. 49<sup>th</sup> Street, Austin TX 78756-3183.

**16. Additional policies.** We work with people from all walks and orientations. We acknowledge and respect all personal and cultural beliefs that reflect different orientations toward life. **Sometimes sessions can uncover disturbing information. Calming techniques will be provided. However, clients are expected to manage themselves in an outpatient setting, there are no medical services available here. Clients are expected to notify their provider and call or allow a call for an escort if they are not able to leave by themselves.**

**17. Recording sessions knowingly or unknowingly violates public rights and policies and will not be tolerated. ALL technical devices are required to be left outside of session.**

By signing below, I consent to treatment with the counselor signing below, acknowledge that I have read and understand this statement and the HIPAA Notice of Privacy Practices, and my questions have been answered to my satisfaction. I understand that my counselor and I will arrive at a mutually-agreeable treatment plan and an estimate of the probable duration of my counseling. Signing this document represents an agreement between therapist and client and may be revoked in writing at any time. Email receipts will be provided and statements are available upon request.

\_\_\_\_\_/\_\_\_\_\_  
Counselor's Signature/Date

\_\_\_\_\_/\_\_\_\_\_  
Client's Signature/Date

\_\_\_\_\_/\_\_\_\_\_  
Client's Printed Name/Date

\_\_\_\_\_/\_\_\_\_\_  
Parent/Guardian Printed Name/Signature/Date  
Legal Authority (attach supporting documentation)

**CLIENT SELF-EVALUATION**

Overall physical health: Excellent ( )      Good ( )      Fair ( )      Poor ( )      Declining ( )

On a scale from 1 – 10, 1 being least and 10 being most/worst ever, please circle your/client's current level of:

Physical pain?      1      2      3      4      5      6      7      8      9      10

Emotional pain?      1      2      3      4      5      6      7      8      9      10

Mental pain?      1      2      3      4      5      6      7      8      9      10

Spiritual pain?      1      2      3      4      5      6      7      8      9      10

Environmental pain? 1      2      3      4      5      6      7      8      9      10

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Define wellness or what life would be like when your concerns are resolved - what does it look like?

\_\_\_\_\_  
\_\_\_\_\_

Date (MM/YY) of last physical checkup: \_\_\_\_\_ Recent weight changes: \_\_\_\_\_

Medical problems (please list all important present or past illnesses, injuries, surgeries, use the back if necessary):

\_\_\_\_\_  
\_\_\_\_\_

Current Medications (prescriptions and over-the-counter)

\_\_\_\_\_  
\_\_\_\_\_

Prescribing Physician(s) (name/phone): \_\_\_\_\_

Have you recently suffered a loss or major change (social, family, pet, business, move, etc.)? \_\_\_\_\_

If yes, please explain \_\_\_\_\_  
\_\_\_\_\_

What is the worst thing that happened to you/the client? \_\_\_\_\_  
\_\_\_\_\_

What helped you/the client feel better? \_\_\_\_\_  
\_\_\_\_\_

What is the best thing that happened to you/the client? \_\_\_\_\_  
\_\_\_\_\_

