

OFFICE POLICIES and PROCEDURES

PROFESSIONAL DISCLOSURE:

Christalyn Howard is licensed by the State of South Carolina as a Licensed Professional Counselor (#6746), and a Licensed Addictions Counselor (#423). She functions as an Independent Practitioner when providing counseling services for Carolina Counseling Consultants, LLC clients.

APPOINTMENTS: Appointments are typically scheduled on a bi-weekly or monthly basis and are up to 1 hour long. More frequent sessions, extended sessions, or an intensive outpatient schedule can be available if determined appropriate by both the client and therapist. If you must cancel or reschedule your appointment, we ask that you call our office at least 24 hours in advance, whenever possible. This will free your appointment time for another client. Contact us at (803) 712-3153 or (803) 470-3876 to schedule, reschedule, or cancel your appointment.

FEES FOR SERVICES:

Our standard fees:

1. Individual Session: **\$100** per hour
2. Family and Couples Sessions: **\$125** per hour
3. **\$25** each additional half hour
4. Diagnostic Assessment: **\$150** (Generally lasts 1 hour 30 minutes)
5. Court Work (documentation preparation, court appearances, or consultations): **\$100** per hour

Types of Payment: We accept Cash and Credit cards.

Cancellations: If you need to cancel an appointment, please do so at least 24 hours in advance. You will be charged \$25.00 for a missed appointment in which no prior notification was given, or for cancelling an appointment on the same day of the scheduled appointment. This fee will be automatically charged to the card on file. If you are a cash paying client this fee must be paid prior to the next appointment.

PAYMENT: Cash and credit cards are accepted. All payments are due on the date of service.

EMERGENCIES: You may encounter a personal emergency which will require prompt attention. In this event, please contact our office regarding the nature and urgency of the circumstances. We will make every attempt to schedule you as soon as possible or to offer other options. Because clients may be scheduled back-to-back, it is not always possible to return a call immediately. However, we will make every effort to respond to your emergency in a timely manner. If your emergency arises after hours or on a weekend, please call our office, leave a message, and your call will be returned by one of our therapists. If you are experiencing a life-threatening emergency, including thoughts of harming yourself or others, call 911 or have someone take you to the nearest emergency room for help. When your therapist is out of town, you will be advised and given the name of an on-call therapist to help support you with non-life-threatening emergencies.

CLIENT/THERAPIST RELATIONSHIP: All Counselors function as Independent Practitioners when providing counseling services for Carolina Counseling Consultants, LLC clients. You and your therapist have a professional relationship existing solely for therapeutic treatment. This relationship functions most effectively when it remains strictly professional and involves only the therapeutic aspect avoiding any type of social or personal relationship. Gifts are not appropriate, nor is any sort of trade of service for services.

CLIENT RIGHTS: It is the policy of Carolina Counseling Consultants, LLC that all individuals who are seeking and/or receiving services will be provided with effective, efficient services. As an individual receiving service at our offices you have the following rights:

1. To be treated with consideration and respect for human dignity.
2. To receive quality treatment regardless of race, religion, sex, age, ethnic background, mental and/or physically disabling condition.
3. To be provided confidentiality and protection from any unwarranted disclosure regarding your treatment.
4. To be involved in planning your treatment and to be informed about your treatment process.
5. To be involved in your discharge and aftercare planning.
6. To refuse treatment to the extent permitted by law and to be informed of the possible consequences of your actions.
7. To expect continuity of care from one service to another, should you need another service.
8. To examine and receive an explanation about the bill for your services.

ETHICS: Our counselors are committed to abiding by both the national and state Code of Ethics. Specifically, these Codes forbid breaking confidentiality except under the above outlined circumstances, prohibits sexual intimacy between practitioners and clients, and outlines other ethical guidelines for counselors. If at any time you feel your counselor has been unethical their licensing board may be contacted at:
 South Carolina Department of Labor, Licensing and Regulation
 110 Centerview Drive
 Columbia, SC 29211
 Phone (803) 896-4658

CONFIDENTIALITY: All interactions with Carolina Counseling Consultants, LLC, including scheduling of or attendance at appointments, content of your sessions, progress in counseling, and your records are confidential. No record of counseling is contained in any academic, educational, or job placement file. You may request in writing that the counseling staff release specific information about your counseling to persons you designate.

EXCEPTIONS TO CONFIDENTIALITY:

- The Carolina Counseling Consultants, LLC staff works as a team. Your therapist may consult with other counseling staff to provide the best possible care. These consultations are for professional and training purposes.
- If there is evidence of clear and imminent danger of harm to self and/or others, your therapist is legally required to report this information to the authorities responsible for ensuring safety.
- South Carolina state law requires that any staff of Carolina Counseling Consultants, LLC who learn of, or strongly suspect, physical or sexual abuse or neglect of any person under 18 years of age must report this information to county child protection services.
- A court order, issued by a judge, may require the Carolina Counseling Consultants, LLC to release information contained in records and/or require a therapist to testify in a court hearing.