



## Biofeedback Institute of Los Angeles Confidentiality Agreement

**Confidentiality:** Neurotherapy (training) works best if you understand that what you tell us is legally protected and strictly confidential. We will not share any information we know about you to anyone without your prior written permission. There are, however, some exceptions mandated by law: 1) in cases where there is a reasonable suspicion you are initiating child abuse, elder abuse, or neglect; 2) if you become a danger to others or to yourself; 3) in cases when you file a personal injury lawsuit and claim mental injury.

Your insurance carrier or Managed Care Organization (HMO/PPO/EAP, etc.) will require that we disclose confidential information in order to process the claim. When you sign insurance forms, you authorize release of this information.

Many MCO's require Outpatient Treatment Reports (OTR) after the 3rd visit to obtain authorization for continued care. Among other information, they want reports on your condition, diagnosis, and treatment plan. MCO's are increasingly asking for more extensive information about their members (you). MCO's will have complete access to your entire treatment records. We have no control or knowledge over what the insurance company does with the information we submit or they request.

**Hours Available:** Our office address is: the Biofeedback Institute of Los Angeles, 6542 Hayes Drive, Los Angeles, CA 90048. We work Monday through Friday from 9am to 6pm and Saturday and Sunday by special appointment. Sessions are typically arranged once or twice per week. On certain occasions, it may be appropriate to schedule more often such as during a crisis.

**Telephone and Emergency Procedures:** If you need to reach us during regular office hours, call our office @323 930-8500. Someone will return your call the same day and often will call you back within one hour. If it is after hours and you need to speak to someone immediately you may reach Dr. DuPont by cell @ 310 800-0802. If she is not immediately available, call the Helpline (24 hour crisis intervention) at 800 273-TALK or call 911.

**Required Managed Care Reports:** Over the years managed care has increased the amount of paperwork required to process your claim. They require a variety of forms to be completed, so many that it is now impossible to always complete them "in between sessions." When these forms are due, we will fill them out in the session with you, which may take up time normally allocated for treatment. We regret that this has become necessary, but it has. Please bear with us on this and we will be as fast as possible in getting them completed.

**Cancellations:** Missed training sessions are understandable from time to time. Since the scheduling of an appointment involves the reservation of time specifically for you, a **minimum of 12 hours** notice is required for re-scheduling or canceling an appointment. If you call us less than 12 hours to cancel for whatever reason, you will be billed for \$50. If you miss your appointment and do not call in advance, we will bill you for \$125. We will go out of the way to alter the schedule when occasional conflicts arise, but late cancellations or requests for changes become mutually disruptive.

**The Process of Training/Evaluation:** Neurotherapy (training) can result in a number of benefits to you, including improving interpersonal relationships, and resolution of the specific concerns that led you to seek training. Neurotherapy requires your very active involvement, honesty, and openness in order to change

your thoughts, feelings or behavior. We will ask for your feedback and views on your training, its progress, and other aspects of the training and will expect you to respond openly and honestly. During evaluation or training, remembering or talking about unpleasant events, feelings, or thoughts can result in your experiencing considerable discomfort or strong feelings such as anger, sadness, worry, and fear. This may temporarily increase your anxiety, depression, insomnia, etc. We may challenge some of your assumptions or perceptions or propose different ways of looking at, thinking about, or handling situations which can cause you to feel very upset, angry, depressed, challenged, or disappointed. Attempting to resolve issues that brought you to training in the first place may result in decisions about changing behaviors. Sometimes a decision that is positive for one family member is viewed quite negatively by another family member. Change will sometimes be easy and swift, but other times may be slow and even frustrating. There is no guarantee that training will yield positive or intended results. During the course of training we will likely draw on various approaches according to the problem that is being treated and my assessment of what will best benefit you. These approaches include behavioral and or cognitive-behavioral.

If you have any unanswered questions about any of the procedures used in the course of your training, their risks, our expertise in employing them, or about the training plan, please ask, and you will be answered fully. You also have the right to ask about other ways to manage your condition and their risks and benefits. If you could benefit from any treatments that we do not provide, we have an ethical obligation to assist you in obtaining those treatments. We consult with other professionals regarding our clients; however, clients' names and other identifying information are never mentioned. Clients' identities remain completely anonymous, and confidentiality is fully maintained. We do not accept clients who, in our opinion, we cannot help. In such a case, we will give you a number of referrals that you can contact. If at any point during neurotherapy we assess that we are not effective in helping you reach your training goals, we are obligated to discuss it with you, and, if appropriate, to terminate training. In such a case, we will give you a number of referrals, which may be of help to you. If you request and authorize in writing, we will talk to the therapist of your choice in order to help with the transition. If at any time you wish another professional opinion or wish to consult with another therapist, we will assist you in finding someone qualified, and if we have your written consent, we will provide her or him with essential information needed. Neurotherapy never involves sexual or business relationships or any dual relationship as it may impair our objectivity, clinical judgment, or training effectiveness. You have the right to terminate training 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.

## **Agreement:**

*I read the above office procedures carefully. I understand them and agree to comply with them:*

Client Name (print) \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_