



AMANDA KRACEN, Ph.D.

LICENSED PSYCHOLOGIST

OUTPATIENT SERVICES AGREEMENT

Amanda Kracen, Ph.D., LLC

Welcome to Amanda Kracen, Ph.D., LLC. This Outpatient Services Agreement (the “Agreement”) contains important information about my professional services and business policies. Please read it carefully and write down any questions you might have so that we can discuss them. When you sign this Agreement, it will represent a legal contract between us.

PSYCHOLOGICAL SERVICES

I provide psychotherapy to adults 18 years of age and older for the treatment of mood and anxiety disorders, coping with medical illness, issues of adjustment, relationship problems, grief and loss, identity concerns, coping with trauma, and posttraumatic stress disorder. I also provide career counseling. I respect and affirm all aspects of culture and identity which may be important or relevant for clients, such as race or ethnicity, nationality, gender, sexuality, spirituality or religion, class, and physical ability. All services are provided through my professional practice, Amanda Kracen, Ph.D., LLC.

Psychotherapy is not easily described in general statements. It varies depending on the personalities of the psychologist and client, and the particular concerns you bring forward. My approach to psychotherapy integrates cognitive and behavioral principles, interpersonal process approaches, mindfulness and acceptance based approaches, and feminist and multicultural theory. The methods I utilize are informed by theory, professional literature, research evidence (when available), and “best practices.” In order to provide you with the best possible services, I am engaged in ongoing professional development activities, such as reading academic and professional publications, seeking consultation with colleagues, and attending continuing education and training events.

Psychotherapy can have benefits and risks. Therapy usually involves a substantial commitment on your part in terms of time, money, and energy. In my experience, clients who put more effort into working on their goals between sessions tend to have greater benefits from counseling. Therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress. You should know that sometimes people find that they feel worse before they feel better. Making changes in your life, working through emotional difficulties, shifting your ways of thinking, trying new behaviors, developing new patterns, and gaining self-awareness or insight is often challenging. Although it is impossible to guarantee outcomes, if we decide to work together I will make every effort to help you succeed.

Your sessions are your time to discuss any topics that you feel are appropriate. You may end our counseling relationship at any time. You also have the right to refuse any of the suggestions I make, and to initiate discussion about how the therapy is going for you. I invite you to provide honest and direct feedback about the therapy process, and any concerns you may have about counseling or about me. Please talk with me about these things so that we may address them. I may also initiate discussions about your progress. If it seems that you are not making progress toward your goals or benefitting from therapy, I may recommend that we end counseling.



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MEETINGS (SESSIONS)

Our first session (or sometimes 2 sessions) will be an initial consultation. During this time, I will assess your needs and offer you some first impressions. Together we will set goals for therapy, and I will make treatment recommendations to help you reach those goals. We can both decide if I am the best person to provide the services you need in order to meet your treatment goals. I usually recommend weekly sessions (50-55 minutes per appointment) initially so that we can build a therapeutic relationship and establish some momentum in our work together. As we continue to meet we can re-evaluate whether meeting more or less frequently would be appropriate.

PROFESSIONAL FEES

My fee per session (50-55 minutes) is \$140. In addition to weekly appointments, I charge this amount for other professional services you may need, though I will break down the hourly cost if I work for periods of less than one hour. Other services include report writing, telephone conversations lasting longer than 10 minutes, attendance at meetings with other professionals you have authorized, preparation of records or treatment summaries, and the time spent performing any other service you may request of me. If you become involved in legal proceedings that require my participation, you will be expected to pay for my professional time even if I am called to testify by another party. Because of the difficulty of legal involvement, I charge \$175 per hour for preparation and attendance at any legal proceeding. Payment schedules for other professional services will be agreed to when they are requested.

I am an out-of-network provider. This means you must make payment at the time of each session. Check or cash is preferred but credit cards are accepted. You may choose to file for out-of-network reimbursement from your insurance company. I am happy to provide a receipt so you can seek reimbursement.

CANCELATIONS & MISSED APPOINTMENTS

Once an appointment is scheduled, that time is reserved specifically for you. Cancellations must be made at least 24 hours in advance. Although 24 hours is the minimum, if you need to cancel or reschedule please give as much notice as possible. You may notify me of cancellation by phone or e-mail. Late cancellations (fewer than 24 hours before the appointment) will incur a fee of \$50. Missed sessions will incur a fee of \$100 for the first missed session and the full session fee for subsequent missed sessions. I will notify you of any late cancellation or missed session fees that you incur which you will be obligated to pay.

PAST DUE ACCOUNTS

You are expected to pay for treatment at the time of service unless a payment schedule is agreed upon. If your account has not been paid for more than 90 days, Amanda Kracen, Ph.D., LLC. may resort to legal means to secure payment. This may involve hiring a collection agency, an attorney or going through small claims court. If such legal action is necessary, you will be responsible for those costs.

CONTACTING ME

I am often unable to answer phone calls because of being in session with other clients or due to demands of my other



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job as a professor, but you may leave me a confidential voice mail message. I check voice mail frequently and will make every effort to return your call within a timely manner. **HOWEVER, if you feel that you are in crisis or experiencing an emergency, you should call 911 or go to the nearest emergency room.**

Additional 24-hour crisis resources include:

- Missouri Access Crisis Intervention team: (800) 811-4760
- National Suicide Prevention Lifeline: (800) 273-8255

ELECTRONIC COMMUNICATION

Email. I use email communication only with your permission and only for administrative purposes unless we have made another agreement. That means that email exchanges with me should be limited to things like setting and changing appointments and other related issues. Please do not email me about clinical matters because email is not a secure way to contact me. If you need to discuss a clinical matter with me, please feel free to call me so we can discuss it on the phone or wait so we can discuss it during your therapy session. The telephone or face-to-face context simply is much more secure as a mode of communication. **If you feel that you are in crisis or experiencing an emergency, you should call 911 or go to the nearest emergency room.**

Text messages. Because text messaging is a very unsecure and impersonal mode of communication, I do not send or receive text messages with anyone in treatment with me. Therefore, please do not send text messages to me or ask me to send text messages to you.

Social media. I do not communicate with any of my clients through social media like Twitter and Facebook. In addition, if I discover that I have accidentally established an online relationship with you on social media, I will cancel that relationship. This is because these types of casual social contacts can create significant security risks for you. If you have an online presence, there is a possibility that you may encounter me by accident. If that occurs, please discuss it with me during our time together. Social media communication or relationships with clients could compromise our professional relationship or lead to disclosure of confidential information. Therefore, please do not try to contact me in this way. I will not respond and will terminate any online contact.

Web searches. I will not use web searches to gather information about you without your permission. However, I understand that you might choose to gather information about me in this way. In this day and age there is an incredible amount of information available about individuals on the internet; some of which may actually be known to us and some of which may be inaccurate or unknown. If you are concerned about any information you encounter about me through web searches, or in any other manner, please discuss this with me during our time together so that we can deal with it and its potential impact on your treatment.

Recently it has become fashionable for clients to review their health care provider on various websites. Unfortunately, mental health professionals cannot respond to such comments and related errors because of confidentiality restrictions. If you encounter such reviews of me or any professional with whom you are working, please share it with me so we can discuss it and its potential impact on your therapy. Please do not rate my work with you



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while we are in treatment together on any of these websites. This is because it has a significant potential to damage our ability to work together.

PROFESSIONAL RECORDS

The laws and standards of my profession require that I keep treatment records. You are entitled to request that I provide a copy of the records to you, or to another health care provider that you specify. You must sign a written authorization for release of confidential information in order for me to fulfill requests for records. If you would like a copy of your records I recommend that you schedule a session to review them together so we can discuss the contents. Also, you should be aware that because these are professional records they can be misinterpreted and/or upsetting to untrained readers. I am not required to release psychotherapy notes, which are personal notes documenting or analyzing the contents of sessions to help me provide better treatment to you. **PLEASE NOTE. If you choose to keep a copy of your records I am no longer able to guarantee the confidentiality of the record once it leaves my office and cannot be responsible for any disclosures of information from your records that are not in my possession and control.**

CONFIDENTIALITY

In general, the privacy of all communications between a patient (client) and a psychologist is protected by law, and I can only release information about our work to others with your written permission. However many of the tools of modern communication may compromise confidentiality, such as email, text messages, social media, cell phones, faxes, and any other information transmitted over the Internet. I do use these forms of communication, but make every reasonable effort to protect your privacy.

Your signature below indicates the following:

*I, _____, have read the information in this **Agreement** and have had the opportunity to ask questions and discuss the terms with Dr. Amanda Kracen. I understand this **Agreement** and I agree to abide by its terms during our professional relationship. I acknowledge that I have received a copy of this **Agreement** and the **Notice of Privacy Policies** for Amanda Kracen, Ph.D., LLC.*

(Client / Guardian Signature)

Date

Amanda Kracen, Ph.D.

Date