2. WELCOME TO MINDSET BEHAVIORAL HEALTH

Mindset Behavioral Health®
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We're honored you've chosen us to be part of your mental health journey.

The following information explains what you can expect from therapy, how our practice operates, and the policies that help us provide safe, ethical, and effective care. Please read through these materials carefully, and don't hesitate to ask questions at any time.

This guide combines several of the documents traditionally provided at the start of therapy (Practice Policies, Informed Consent for Psychotherapy and Statement of Professional Disclosure) into one comprehensive resource. It explains what you can expect from treatment, your rights and responsibilities as a client, and important information about our practice and therapists. Your electronic signature indicates that you have read and agree to the information contained in this document.

Mindset Behavioral Health is committed to providing compassionate, evidence-based mental health care in a safe, respectful, and supportive environment. Our clinicians work collaboratively with individuals, couples, families, and children to help clients build healthier relationships, improve emotional well-being, and reach their personal goals.

WHAT TO EXPECT FROM THERAPY

General Information

The therapeutic relationship is unique in that it is a highly personal and at the same time, a contractual agreement. Given this, it is important for us to reach a clear understanding about how our relationship will work, and what each of us can expect. This consent will provide a clear framework for our work together. Feel free to discuss any of this with your therapist.

Therapy Is a Partnership

Therapy works best when clients actively participate in the process. While your therapist brings professional training and experience, you are the expert on your own life. Together, you'll develop goals and work toward meaningful, lasting change.

The Therapeutic Process

You have taken a very positive step by deciding to seek therapy. The outcome of your treatment depends largely on your willingness to engage in this process, which may, at times, result in considerable discomfort. Remembering unpleasant events and becoming aware of feelings attached to those events can bring on strong feelings of anger, depression, anxiety, etc. There are no miracle cures. We cannot promise that your behavior or circumstance will change. We can promise to support you and do our very best to understand you and repeating patterns, as well as to help you clarify what it is that you want for yourself.

BENEFITS OF THERAPY

Every person's experience with therapy is different. Many clients experience We will submit claims after each appointment to your insurance provider. Your copay or deductible will be charged to your card on file in accordance with your insurance determination. Your responsibility is determined by your individual plan. To find out this amount abead of time, we recommend contacting your insurance provider and asking for your “behavioral health benefits.” such as:

- Improved coping skills
- Better relationships
- Increased self-awareness
- Healthier communication
- Reduced symptoms of anxiety, depression, or stress

- Greater confidence and resilience

RISKS OF THERAPY

Therapy can also be emotionally challenging. Talking about difficult experiences or making meaningful life changes may temporarily increase feelings of sadness, anxiety, anger, frustration, or discomfort. These experiences are a normal part of the therapeutic process for many people and often lead to meaningful growth over time.

COMMON QUESTIONS

How many sessions will I need?

Every client is different. Some people achieve their goals in a few months, while others benefit from longer-term therapy. Your therapist will regularly discuss your progress and treatment goals with you.

Can I stop therapy at any time?

Yes. We encourage you to discuss ending therapy with your therapist so that together you can review your progress and develop a plan for continued success.

YOUR RIGHTS AS A CLIENT

You have the right to:

• Ask questions about your treatment or our policies.

• Participate in developing your treatment goals.

• Decline recommendations or request a second opinion.

• Request a referral to another provider.

• Access your records as permitted by law.

• End therapy at any time.

CONFIDENTIALITY & ITS LIMITS

The session content and all relevant materials to the client's treatment will be held confidential unless the client requests in writing to have all or portions of such content released to a specifically named person/persons. Limitations of such client held privilege of confidentiality exist and are itemized below:

- If a client threatens or attempts to commit suicide or otherwise conducts themself in a manner in which there is a substantial risk of incurring serious bodily harm.
- If a client threatens grave bodily harm or death to another person.
- If the therapist has a reasonable suspicion that a client or other named victim is the perpetrator, observer of, or actual victim of physical, emotional or sexual abuse of children under the age of 18 years.
- Suspicions as stated above in the case of an elderly person who may be subjected to these abuses.
- Suspected neglect of the parties named in items #3 and # 4.
- If a court of law issues a legitimate subpoena for information stated on the subpoena.
- If a client is in therapy or being treated by order of a court of law, or if information is obtained for the purpose of rendering an expert's report to an attorney.

Occasionally, your therapist may need to consult with other professionals in their areas of expertise in order to provide the best treatment for you. Information about you may be shared in this context without using your name.

If we see each other accidentally outside of the therapy office, we will not acknowledge you first. Your right to privacy and confidentiality is of the utmost importance to all of us at Mindset Behavioral Health®, and we do not wish to jeopardize your privacy. However, if you acknowledge us first, we will be more than happy to speak briefly with you, but feel it appropriate not to engage in any lengthy discussions in public or outside of the therapy office.

MINORS

If you are a minor, your parents may be legally entitled to some information about your therapy. I will discuss with you and your parents what information is appropriate for them to receive and which issues are more

appropriately kept confidential.

Policy Regarding Unattended Minors

For the safety and well-being of all clients and visitors, Mindset Behavioral Health® maintains a strict policy that minors may not be left unattended in our lobby or any area of the premises at any time. This applies to all individuals under the age of 18 who are not actively engaged in a session with a therapist.

We understand that parents and guardians may need to bring other children to appointments. However, it is your responsibility to ensure that any child not in session is under your direct supervision at all times.

Please be advised:

- Our staff and clinicians are not responsible for supervising children in the lobby.
- We are not liable for any injuries, incidents, or actions involving unattended minors.
- If a minor is left unattended, you may be asked to reschedule your appointment.
- If rescheduling is required due to this policy, all standard fees and charges under our Financial Policy will still apply.

This also includes time before and after a minor's appointment - we ask that a parent or guardian remain on site so that your child is not left unattended while waiting for an appointment to start or to be picked up after an appointment.

THERAPY RELATIONSHIP & PROFESSIONAL BOUNDARIES

Because of the nature of therapy, our relationship must be different from most relationships. Our relationship must be limited to that of therapist and client only. If we interact in any other ways, it would be a dual relationship. To protect the therapeutic relationship, your relationship with your therapist must remain professional. This means your therapist cannot:

• Become your friend or socialize with you outside therapy.

• Employ you or enter into business arrangements with you.

• Barter for services.

• Provide legal, medical, or financial advice.

• Enter into any romantic or sexual relationship with a current or former client.

Maintaining these boundaries protects both you and your therapist and helps ensure effective treatment.

COMMUNICATION BETWEEN SESSIONS

Electronic Communication

We cannot ensure the confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, we will do so. While we try to return messages in a timely manner, we cannot guarantee immediate response and request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies.

Medical Limits

This is not a crisis or emergency services clinic. If you experience a crisis or emergency, please contact the Police Department or the emergency room for emergency services. I am not a physician and cannot prescribe or provide you with medication, or perform any medical procedures. If medical treatment is indicated, I can recommend a physician for you, or you may choose any physician whom you wish to see.

EMERGENCIES & CRISIS RESOURCES

While having open communication with clients is a goal for every Mindset Behavioral Health® clinician, often times we are not immediately available by telephone. Generally speaking, office staff is available Monday through Friday from 9am to 5pm.

If staff is not immediately available by phone, you may leave a message on the secure voicemail. Office staff will make every effort to return your call within 24 hours, with the exception of weekends and holidays.

If you area experiencing a crisis outside of regular office hours, please utilize the following free resources:

- **In case of a life-threatening emergency, call 911 or go to your nearest emergency room.**
- **Mental health crisis:** Contact the National Suicide Prevention Lifeline by calling 988 (available 24/7).
- **Crisis text support:** Text "HOME" to 741741 to reach a trained crisis counselor through the Crisis Text Line.
- **Local emergency services:** Contact COPES by calling (918) 744-4800 (available 24/7)

You may send your therapist a secure message via the client portal, however your therapist cannot provide therapy via this platform and these messages should be limited to information that cannot wait until the next session and does not require a response.

ATTENDANCE EXPECTATIONS

Why consistent attendance matters

Therapy is most effective when sessions occur regularly. Keeping scheduled appointments helps maintain momentum, strengthens the therapeutic relationship, and allows us to reserve appointment times fairly for all clients.

The standard meeting time for psychotherapy is 50-60 minutes. Requests to change the 50 - 60 minute session needs to be discussed with the therapist in order for time to be scheduled in advance. If you are more than 15 minutes late to your scheduled appointment, or if you leave more than 15 minutes early, it is considered a missed appointment and insurance cannot be billed. You will be charged a late cancellation/no show fee per our financial policy, or your therapist may agree to go ahead and see you for the remaining time of your session and you will pay out of pocket the full amount.

Additional information about cancellation fees and financial responsibilities can be found in the Financial Agreement.

ENDING SERVICES

There are situations in which Mindset Behavioral Health may determine that continuing treatment is no longer appropriate. You normally will be the one who decides when therapy will end, with some exceptions:

- If, in your therapist's judgement, the treatment you require falls outside their scope of expertise. If this occurs, your therapist will discuss this with you and refer you to another therapist who may meet your needs.
- If you are unable to adhere to our cancellation policy.
- If you are unable to adhere to our financial policy or fail to make payments in a timely manner.
- Consistent lack of participation in therapy services.
- Repeated cancellation of appointments (2-3 in a row).
- If you do violence to, threaten (verbally or physically), harass any Mindset Behavioral Health® personnel or their families, or damage or destroy the property of any of the above-mentioned persons, Mindset Behavioral Health may terminate you unilaterally and immediately from treatment.

If you are terminated from treatment, your clinician will provide you with a referral to another provider.

CLIENT CONCERNS

Grievance Procedure
Mindset Behavioral Health® strives to ensure you have only the very best therapeutic experience. Any problem or complaint that you may have concerning your care at Mindset Behavioral Health® is important to us. Mindset Behavioral Health® seeks to provide clients a fair, simple, effective, and timely system of problem resolution. Clients filing a grievance are free from restraint, coercion, reprisal, or discrimination. If you have a problem or concern, including a complaint of unfair treatment, you are encouraged to informally resolve a problem or concern before it becomes a grievance by sharing your concern with the offending person. If, after attempting to resolve the problem informally, you feel a resolution was not reached, you may file a formal written grievance within 21 days of the incident. Upon receiving a formal, written grievance, Megan Griffin (Mindset Behavioral Health®'s Operations Manager) will work to promptly resolve grievance within 14 days. We do offer a comment/ suggestion box in the lobby so that you may submit any complaints or comments anonymously.

PROFESSIONAL DISCLOSURE

All therapists at Mindset Behavioral Health are licensed to practice their profession by their respective boards in the state of Oklahoma. They have each completed all initial licensing requirements, as well as any and all continuing education requirements to keep their license current. All fees are disclosed in our consent documents. You may view more information about each therapist's experience, techniques, and focus on our website at https://www.mindset-bhs.com/our-team.html

Listed below are all therapists currently practicing at Mindset Behavioral Health, their license information, and contact information for the licensing boards.

Amy Turner, LPC #5498 LADC #976

Amy Clare, LPC #7776

Caitlyn Russell, LMFT #1394

Chelsea Threadgill, LPC #7077

Jennifer Wilburn, LPC #3344 LADC #495

Mara Warder, LADC #727

Maureen Guerrero, LPC #1960 LADC #314

Priscilla Chiquin, LCSW #8108

Stephanie Ledford, LADC/MH Candidate

LPC & LMFT

State Board of Behavioral Health Licensure (BBHL)

3815 N Santa Fe, Ste. 110

Oklahoma City, OK 73118

Phone: (405) 522-3696

LADC

Oklahoma Board of Licensed Alcohol and Drug Counselors

101 N.E. 51st

Oklahoma City, Ok. 73105

Telephone: (405) 521-0779

LCSW

Oklahoma State Board of Licensed Social Workers

3700 Classen Boulevard, Suite 162

Oklahoma City, OK 73118

Email: info@oswb.ok.gov

ACKNOWLEDGMENT

BY CLICKING ON THE CHECKBOX BELOW I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.