

Office Policies and Informed Consent

The following information answers some important and frequently asked questions concerning my practice. If you have any further questions after reading this, or any individual concerns not covered here, please feel free to ask me about them. Please keep a copy for your own records.

General Information

I have a Masters of Science in Clinical Nutrition from the University of Bridgeport, Connecticut. I also hold a Masters of Science in Counseling with an emphasis on Marriage, Family, and Child Therapy from the California State University at Hayward, and a BS in Psychology from the University of California at Santa Cruz. I have received further training in guided imagery, the vision quest process, herbal therapies, and holistic health. I do not hold a Professional Counselor license although I am a professional member of the American Counseling Association and am bound to the same ethical standards as a licensed member. If you have further questions about these standards I will provide a copy of them upon request.

General Standards

After helping you to evaluate your needs with regards to your present state of physical and psycho-emotional health, I will work with you to develop an appropriate course of action for the following sessions. Occasionally, clients may go through periods in the healing process which result in emotional discomfort, changes in their relationships or temporary worsening of their symptoms. *This is normal and should subside as the work progresses.* Keep in mind you will always be in charge of your progress and may discontinue at any time. I encourage you to discuss any personal doubts, concerns, discomforts or questions regarding our relationship or my therapeutic approach at any time. You can expect homework from me between sessions. It is in your best interest to take these assignments seriously as they will speed your progress and make our time together as productive as possible.

Confidentiality

I abide by the laws and ethical principles that govern privilege and confidentiality (please read and sign HIPAA and Information Sharing forms to follow). I will not disclose to anyone anything you tell me, nor even the fact that I have seen you, without your permission. This includes working with couples and families. There are a few exceptions to these standards that you need to be aware of:

- 1) It is legally required of me that I act so as to prevent physical harm to yourself or others when there is clear and imminent danger of that happening;
- 2) I am legally required to report cases of ongoing abuse of a child, elder, or disabled person;
- 3) I may have to release information regarding you to insurance carriers as required for payment or review of your claim;

- 4) I may have to release records when ordered to do so by court subpoena. However, I will discuss the details of privilege with you beforehand and request a written release from you if I judge this to be in your best interest. You should know that therapist's privilege extends to both criminal and civil proceedings;
- 5) On occasion therapists consult with colleagues about their work in an effort to supply the best therapy possible. If your case were ever discussed it would be confidential between professionals and without the use of your name or identifying information.

Appointments

Consultations are arranged by appointment only. Counseling sessions last 60 or 90 minutes unless a different length is arranged ahead of time. Nutritional consultations are variable in length and charged accordingly. If we are having a phone consultation, you are responsible for calling me. I will meet you (in person or by phone) at the exact time agreed upon. Should I be late, I will make up the missed time or prorate your bill. If you are late or do not come, I will charge the full fee for the session unless I am notified of a cancellation or change in times 24 hours in advance. I do not provide appointment reminder calls. It is up to you to remember your appointment.

Telephone Calls, Emails, and Emergencies

For scheduling purposes please email me at kia@kailocounseling.com or call my confidential voice mail and office phone, 415-813-6183. If you connect with the voice mail, you may leave me a message and I will call you back. I am the only one who picks up the messages or emails. I will get back to you as soon as I am able. If you should not be able to reach me in the event of an emergency, please call your local Crisis Line, or go to the nearest hospital emergency room.

Referrals

Occasionally, the client or I decide that the client would progress faster working with another practitioner. If this is the case, I will provide you with a list of professionals I feel would be more suitable to your needs. It is important that you feel you have the right working partner and that I feel I can help you. It is also important to keep in mind that we don't have to be friends to do good work together on your behalf.

Fees

Please see the separate Fee Schedule for current prices. For counseling sessions, your payment is due at the beginning of each session. Nutritional consultations will be charged according to time and materials as stated on the Fee Schedule. I do offer a discount on prepayment for multiple sessions in 5 hour increments. Due to a number of factors, I have chosen not to participate in the insurance industry. I do not bill insurance companies but will provide you with a receipt should you choose to bill for reimbursement on your own. Keep in mind that neither you nor I may bill Medicare for the services I provide.

I, _____, have read and understand the above information pertaining to counselor, Kia Sanford, MS, and agree to the terms described.

Signed _____ Date _____
(client, or parent if child under 18 years)