

Northwest Counseling

Individual and Family Therapy

Welcome to Northwest Counseling! We are so happy you are here. We understand life does not always go the way you planned for it and we believe each of us has our own story. We want to know your story and help you learn how to reach your highest potential. Each individual will be treated with respect and dignity regardless of their race, creed, sex, sexuality, national origin and/or handicap. We will provide competent, quality and ethical therapy as we work together in helping you create the story you have been searching for.

To view HIPPA policies please see our website at www.sartellcounseling.com or ask your therapist for a copy

Emergencies: If you, or someone you know, is experiencing a mental health crisis during business hours please call us at 320-316-0288. If your therapist is available you will be directed to that therapist. If not, you will be asked if you would like to speak to an available therapist. If it is after office hours you may call the St. Cloud Hospital at 320-251-2700 or the Mental Health Crisis Hotline at 320-253-5555 or 1-800-635-8008. If it is an emergency situation that requires immediate action, call 911 or go to the nearest emergency room.

Assessment and Treatment: At your initial appointment, your therapist will complete a diagnostic assessment to make recommendations for treatment and formulate diagnosis. After the assessment, a treatment plan will be created that will include: diagnosis, length of treatment, goals and strategies. You will be a part of the treatment planning process and asked to sign this document.

There are many different approaches used in therapy. It is your right to choose the approach with which you are the most comfortable. All of our therapists strive to deliver care in the most efficient, least expensive and least restrictive manner. You always have the right to request another therapist or an alternative form of therapy. Your therapist also has the right to decide if it is an appropriate fit and within his/her competency to treat. If it is determined that counseling with your therapist will not continue, your therapist will assist you in a referral.

Therapy Risks/Benefits: Therapy often leads to better relationships, solutions to specific problems and significant reduction in feelings of distress. Since each individual is unique, there can be no guarantees. The therapy contract is about change. As in any change process an individual may experience discomfort/pain. Emotional pain may also intensify because of the subject matter discussed. Individuals may feel worse before they feel better. Also, when one person changes it may cause discomfort for others around him or her which could cause a strain in one's relationships. We are skilled in involving family members to minimize these negative effects if and when they occur. Other specific types of therapies may have other known risks. For example, certain therapies which assist you in remembering the past may have a potential side effect of creating memories which may not be accurate or literally true. Discuss any concerns with your therapist.

Social Media:

Email: We have HIPPA approved email and can accept your completed initial paperwork through our email. However, we will not provide therapy through email accounts and any responses we send are not secured through email. Please save the information you would like to talk to your therapist for your sessions. We cannot guarantee responses from emails, please use our emergency plan listed above, in the event of a crisis.

Friending: We do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc.) due to confidentiality.

Texting: If you need to cancel your session, you may call or text that information. However, again therapy will not be given via text messages. You may sign up for phone or text appointment reminders.

are welcome to follow and/or like posts, at your own discretion. These pages are public, therefore confidentiality of you following or liking cannot be given to these social networks.

Limits of Confidentiality

As required by law, Northwest Counseling has a formal business associate contract with individuals that access use of our building for services. This includes maintenance, cleaning and management staff at Northwest Professional Building and billing services. These individuals maintain the confidentiality of this data except as specifically allowed in the contract or otherwise required by law. Therapists have a common billing system, collection agency, record storage facility and cleaning service.

There are a few exceptions to this. We are MANDATED REPORTERS, and by law, we must make a report if we hear that a child has been or is currently being abused or neglected. We must also break confidentiality if we believe that you are in imminent danger of harming yourself or another person. In addition, we are mandated reporters when required by a judge of the court.

At times it is helpful to consult with other providers. Those providers are also legally bound to keep the information confidential. When other professionals are consulted, every effort is made to not reveal the identity of the client being discussed. All consultations about your care will be noted in your Clinical Record. You have a right to request restrictions on the use and disclosure of your protected health information (PHI) for treatment, payment and health care operations or to family members. We will accommodate reasonable requests. Once we have agreed to a restriction, we may not violate the restriction, however, PHI may be provided to another health care provider in an emergency treatment situation.

Payment: We accept cash, check and all major credit cards as forms of payment. Co-pays are due at the time of service. If you are a private cash pay client, your payment is due in full on the day of the session.

Past Due Accounts: If you have a past due account of \$300 or greater, your sessions will be terminated until payment is received. A past due account is anything over sixty days that has not been paid. If you need to set up a payment plan, please contact your therapist directly.

Cancellation Policy: If you are unable to attend a session, please make sure you cancel at least 24 hours beforehand. Otherwise, you will be charged \$50 for a no show/late cancel fee. If you are ill, please call the morning of your appointment to avoid being charged.

Co-Parenting: If you share legal custody of your minor, attending therapy, both parents have to consent and be informed the child is attending therapy. In addition, health information can be shared to both parents, unless there is written legal documentation that states one parent does not share legal custody.

Any Other Questions: Please contact us for any additional questions you may have. We look forward to hearing from you!