



Eastside Marriage and Family Therapy, LLC

ADULT/ COUPLE INTAKE FORM

(Please Print)

Date: / /		How did you hear about us?		
<input type="checkbox"/> Mr.	<input type="checkbox"/> Mrs.	Full Name (<i>Last</i>)	(First)	(Middle)
<input type="checkbox"/> Ms.	<input type="checkbox"/> Miss.			
<input type="checkbox"/> Dr.	<input type="checkbox"/> Rev.			
Nick Name:		Name You Prefer:		Birth date: / /
				Age: / /
				Sex: <input type="checkbox"/> M <input type="checkbox"/> F
Parent/Guardian/Power of Attorney: (if applicable)		Social Security#		Race:
		- -		<input type="checkbox"/> White <input type="checkbox"/> Asian
				<input type="checkbox"/> Black <input type="checkbox"/> Other: _____
				<input type="checkbox"/> Hispanic

CONTACT INFORMATION

Street address:		Suite/Apartment Number:		
City:	State:	ZIP Code:	May We Send Mail Here: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Mailing Address or Post Office Box:				
City:	State:	ZIP Code:	May We Send Mail Here: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Home Phone: ()				May We Leave a Message Here: <input type="checkbox"/> Yes <input type="checkbox"/> No
Mobile Phone: ()				May We Leave a Message Here: <input type="checkbox"/> Yes <input type="checkbox"/> No
Work Phone: ()				May We Leave a Message Here: <input type="checkbox"/> Yes <input type="checkbox"/> No
Email Address:				May We Send Email Here: <input type="checkbox"/> Yes <input type="checkbox"/> No

EMERGENCY CONTACT

Name:	Relationship:
Home Phone: ()	Mobile Phone: ()

EMPLOYMENT INFORMATION

Employer:	Length of Employment:
Occupation:	Average Hours Worked Per Week:
Average Annual Salary: <input type="checkbox"/> \$0 to \$10,000 <input type="checkbox"/> \$10,001 to \$20,000 <input type="checkbox"/> \$20,001 to \$40,000 <input type="checkbox"/> \$40,001 to \$50,000	
<input type="checkbox"/> \$50,001 to \$60,000 <input type="checkbox"/> \$60,001 to \$80,000 <input type="checkbox"/> \$80,001 to \$100,000 <input type="checkbox"/> More than \$100,000	

EDUCATION INFORMATION

(Circle) Last Year of School Completed: 9 10 11 12 GED	College: 1 2 3 4	Other: _____
Are You Currently in School? <input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, What School: _____	

RELATIONAL INFORMATION

Current Status:	Are You Content with Your Current Status? <input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Single <input type="checkbox"/> Dating	If No, Briefly Explain:
<input type="checkbox"/> Engaged <input type="checkbox"/> Married	
<input type="checkbox"/> Separated <input type="checkbox"/> Divorced	
<input type="checkbox"/> Widowed <input type="checkbox"/> Living together	
If Married, How Long: _____	Number of Previous Marriages for You: _____
	For Your Partner: _____
If Separated or Divorced, How Long: _____	If Widowed, How Long: _____



Eastside Marriage and Family Therapy, LLC

Partner's Name (<i>Last, First, Middle</i>): _____			<input type="checkbox"/> Mr.	<input type="checkbox"/> Mrs.	
			<input type="checkbox"/> Ms.	<input type="checkbox"/> Dr.	
			<input type="checkbox"/> Miss.	<input type="checkbox"/> Rev.	
How long Have You Known Your Partner: _____	Age: _____	Preferred Name: _____			
Partner's Race: <input type="checkbox"/> White <input type="checkbox"/> Asian <input type="checkbox"/> Black <input type="checkbox"/> Other: _____ <input type="checkbox"/> Hispanic	Partner's Sex: <input type="checkbox"/> M <input type="checkbox"/> F	Partner's Occupation: _____			
		Average Hours Worked Per Week: _____			
(Circle) Last Year of School Partner Completed: 9 10 11 12 GED		College: 1 2 3 4	Other: _____		
What Words Would You Use to Describe Your Partner: _____					

Is Your Partner Supportive of You Seeking Therapy: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure <input type="checkbox"/> Partner Doesn't Know Who will be attending therapy with you? _____ _____		With Whom Do You Currently Live (<i>Check All that Apply</i>): <input type="checkbox"/> Alone <input type="checkbox"/> Boyfriend <input type="checkbox"/> Spouse <input type="checkbox"/> Children <input type="checkbox"/> Girlfriend <input type="checkbox"/> Roommate <input type="checkbox"/> Parent(s) <input type="checkbox"/> Sibling(s) <input type="checkbox"/> Other: _____			
CHILDREN					
List Your Children (Living or Deceased):					
Name	Sex	Current Age or Year of Death	Relationship to You <i>Natural, Adopted, Step</i>	Living with You?	Describe Him/Her
Have You Ever Placed a Child for Adoption: <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, When: _____					
Have You Ever Had a Miscarriage or Medical Abortion: <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, When: _____					
FAMILY OF ORIGIN					
List Mother, Father, Brothers, Sisters, Step Family, & Any Other Family Members who Affected You Positively or Negatively:					
Name	Sex	Current Age or Year of Death	Relationship to You <i>(Mom, Dad, Sibling, Step)</i>	Occupation	Describe Him/Her



Eastside Marriage and Family Therapy, LLC

PRIMARY PHYSICIAN INFORMATION

Primary Physician:	Phone: ()	
Address:	City:	Zip:
Specialty (e.g. Family Practice, OB/GYN, Internal Medicine):		
Are You Currently Receiving Medical Treatment: <input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, Please Specify: _____	
List Any Conditions, Illnesses, Surgeries, Hospitalizations, Traumas or Related Treatments You Have Had (Use Back if Necessary): _____		

MEDICATIONS

List All Current Medications You Are Taking, Including those You Seldom Use or Take Only as Needed (Use Back if Necessary):

Medication: _____ Dosage: _____ Improves Prevents Controls: _____

Medication: _____ Dosage: _____ Improves Prevents Controls: _____

Are You Taking these Medication(s) According to Your Doctor's Recommendations: Yes No

If No, Briefly Explain: _____

PHYSIOLOGICAL SYMPTOMS

Please Check Any of the Following Physiological Symptoms/Sensations that Apply to You Presently, or in the Recent Past:

Headaches----- <input type="checkbox"/> Past <input type="checkbox"/> Present	Dizziness..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Stomach Trouble..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Visual Trouble----- <input type="checkbox"/> Past <input type="checkbox"/> Present	Sleep Trouble..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Trouble Relaxing..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Weakness----- <input type="checkbox"/> Past <input type="checkbox"/> Present	Tension..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Rapid Heart Rate..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Difficulty Breathing----- <input type="checkbox"/> Past <input type="checkbox"/> Present	Intestinal Trouble..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Hearing Noises..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Change in Appetite----- <input type="checkbox"/> Past <input type="checkbox"/> Present	Tiredness..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Pain..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Hearing Voices----- <input type="checkbox"/> Past <input type="checkbox"/> Present	Seeing Things..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Other..... <input type="checkbox"/> Past <input type="checkbox"/> Present

Your Height: _____ Your Weight: _____ How has Your Weight Change in the Last 2-3 Months: _____

CURRENT STATUS

Please Check Any of the Following Problems which Pertain to You:

Stress..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Nervousness..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Anxiety..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Panic..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Unhappiness..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Depression..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Guilt..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Apathy..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Terminal Illness..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Recent Death..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Grief..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Hopelessness..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Inferiority Feelings..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Defective Feelings..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Loneliness..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Shyness..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Fears..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Friends..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Marriage..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Communication..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Physical Abuse..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Emotional Abuse..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Verbal Abuse..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Sexual Abuse..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Temper..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Anger..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Aggressiveness..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Bad Dreams..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Concentration..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Racing Thoughts..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Unwanted Thoughts..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Memory..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Loss of Control..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Impulsive Behavior..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Self-Control..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Compulsivity..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Sexual Problems..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Pregnancy..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Abortion..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Legal Matters..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Trauma..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Eating Problems..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Drug Use..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Alcohol Use..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Trouble with Job..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Career Choices..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Ambition..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Making Decisions..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Children..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Being a Parent..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Finances..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Recent Loss..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Disaster..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Pornography..... <input type="checkbox"/> Past <input type="checkbox"/> Present
Self-Harm..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Hi Risk Behavior..... <input type="checkbox"/> Past <input type="checkbox"/> Present	Zoning/blanking out.... <input type="checkbox"/> Past <input type="checkbox"/> Present

LEVEL OF DISTRESS

Indicate How Distressed You Are by Placing an "X" on the Scale Below (1 = Very Little Distress; 10 = Extreme Distress):

1 2 3 4 5 6 7 8 9 10

Are You Currently Having Any Suicidal Thoughts? Yes No Have You Having Them in the Past? Yes No

Have You Ever Attempted Suicide: Yes No If Yes, When and How: _____

Have Any of Your Friends or Family Ever Committed or Attempted Suicide: Yes No

If Yes, When and Who: _____



Eastside Marriage and Family Therapy, LLC

PRESENTING ISSUES AND GOALS

Please Describe Why You Are Coming to Therapy (i.e. What Are Your Issues, Problems?): _____

Why Have You Decided to Come for Therapy Now: _____

What Do You Hope to Gain or Change by Coming for Therapy: _____

How Long Do You Believe Therapy Should Last: _____

PREVIOUS COUNSELING

List Any Previous Counseling, Psychiatric Treatment, or Residential/In-Patient Care You Have Received (*Use Back If Necessary*):

Therapist: _____ Location: _____ Dates: _____ Reason: _____

Therapist: _____ Location: _____ Dates: _____ Reason: _____

RELIGIOUS BACKGROUND

Please describe your religious involvement if any. Are there any special religious, cultural or ethnic considerations we should be aware of?

Church attendance? If so, what is the name? _____

Would you like spiritual principles incorporated into your therapy? Yes No

TERMS OF SERVICE

I hereby give Kristine Natterstad, MMFT, LMFT/S Eastside Marriage and Family Therapy, LLC permission to provide therapy services for the patient mentioned above:

Signed: _____ Date: _____



Eastside Marriage and Family Therapy, LLC

FINANCIAL POLICY

Payment Policy: We are committed to providing you with the best possible care. **Payment for services is due at the time of service.**

- Initial assessment for 90 minutes: \$250
- One 50 minute session: \$125
- Families are \$_____ per session
- Additional Services: Treatment Summary Requests, Professional Letters, Emails or Phone/Conference calls, if requested, will be billed in 15 minute increments @ \$35 per 15 minutes of billable service time.
- Administrative Services: Letters, insurance forms, authorization requests will be billed @ \$35 per 15 minutes of billable service time.
- Court Appearances and Depositions are billed at \$450 per half day (3 hours) with \$450 minimum.
- Returned checks are subject to a \$30 fee.
- No-show fees are charged for appointments canceled or broken without 24 hours advance notice unless there is an emergency or documented illness. Monday appointments must be canceled by the Friday in advance at Monday appointment time or before. **The no-show fee is \$125. When leaving a message, all calls are time and date stamped.**
- Payment methods: Cash, Check, HSA/Debit/Credit Cards. There will be a \$2 surcharge per use of HSA/Debit/Credit Cards.

Policy on Insurance Reimbursement:

If you have medical Insurance that provides coverage for mental health counseling, I will be happy to help you receive your maximum allowable benefits.

Upon request I can provide you with a receipt to forward to your insurance company. You are responsible for generating the claim and mailing it to the insurance company and tracking your reimbursement.

I will gladly discuss your proposed treatment and answer any questions relating to your insurance. You must realize, however, that

1. Your insurance is a contract between you, your employer and the insurance company. I am not a party to that contract.
2. My fees are considered to fall within the acceptable range by most companies, called "Usual, Customary and Reasonable" (UCR). Some companies pay a percentage of the UCR for a given area. However, some companies reimburse based on an arbitrary "schedule" of fees, which bears no relationship to the current standard and cost of care in this area.
3. Not all services are a covered benefit in all contracts. Some insurance companies arbitrarily select certain services they will not cover.
4. If your company requests a report from us in order to process your claim, I will need to receive my normal hourly fee from you for this service.

Rate Policy:

- Each therapist regulates their own minimum rate. Appointments are scheduled directly with the therapist.
- Fees listed are for one clinical hour (50 minutes). Longer sessions are calculated by .5 hour increments
- Late evening appointments, 7p.m. & later, will be subject to a \$50 per hour surcharge.
- Proof of income may be required. All financial information is kept confidential.
- Discounts for multiple clients or weekly sessions, from the same family, may be arranged on a case by case basis.

I understand that at times financial hardships arise and it may be necessary to discontinue therapy for a season. However, it is my policy to work within my clients financial means in order to support the therapeutic process. Should your fee for service become a financial hardship for you, please discuss this with your therapist. As is the policy of the State of South Carolina and included in the AAMFT code of ethics, Marriage and Family Therapists are prohibited from bartering for service.

Client Signature: _____ Date: _____

Therapist Signature: _____ Date: _____

Section applicable only for reduced fees:

Amount agreed upon for initial assessment \$ _____ Clients Initials: _____

Amount agreed upon for therapy per 50 minute session \$ _____ Therapist Initials: _____

Time agreed upon for reduced fee _____

Date fee agreement revisited _____, Notes: _____



Eastside Marriage and Family Therapy, LLC

Informed Consent & Release of Liability

This form is to document that I, _____ give my permission and

PRINT NAME

Consent for treatment to Kristine Natterstad, MMFT, LMFT of Eastside Marriage and Family Therapy, LLC, to provide therapy for me.

PRINT NAME(S) and/or who is/are my child/children or for whom I am legal guardian custodian, or legal Power of Attorney.

I understand the following:

- This therapist is not providing an emergency service, and I have been informed of whom to call in an emergency or during weekend and evening hours.
- I am responsible for keeping up with my appointment time as a reminder notice or call will not be given as an appointment reminder.
- Conversations with the therapist will be almost always confidential. However, the therapist, by law, must report actual or suspected child, spouse, or elder abuse to the appropriate authorities. The therapist also has a legal responsibility to protect anyone I may threaten with violence, harmful, or dangerous actions (including those to myself) and may break the confidentiality of our communications if such a situation arises. The therapist will make reasonable efforts to resolve these situations before breaking confidentiality.
- I understand that I MAY NOT record (video and/or audio) any session with my therapist as this violates confidentiality, privacy and integrity of the therapeutic alliance.
- I am financially responsible for this treatment.
- I know of no reasons that I should not undertake this therapy and I agree to participate fully and voluntarily.
- I have read and received the Office Policies & General Information Agreement for Psychotherapy Services and I agree to the policies.
- I have also received a copy of the HIPAA Notice of Privacy Practices. I have discussed any concerns about the policies with the therapist prior to signing this consent.
- I understand that my case may be reviewed by state approved supervisors with my confidentiality to be held in highest regards.
- I understand that peer to peer supervision may be done on a case by case basis.

Disclosure Statement

Your decision to enter into therapy was undoubtedly a serious one arrived at after considerable thought. Whether you were referred by your physician, urged to come by family or friends or have come because of problems and feelings only you know about, the decision to come here was yours.

Therapy is a two-way effort entailing mutual respect, responsibility and consideration between you and your therapist. The policy presented is designed to make your therapy productive and to avoid any misunderstanding regarding the mutuality of the therapeutic process.

As a Marriage and Family Therapist, my area of training is the systemic treatment of individuals, couples, and families. The systemic approach to therapy takes into consideration all immediate family members in family therapy sessions. I, along with you, will decide which family members (if any) need to be included in therapy. Various goals will be established together with you at the outset of therapy.

Therapy naturally involves activities such as identifying emotions and revealing secrets. There may be risks associated with our disclosures to other family members or other family members' disclosures during the course of therapy, as well as exploration of issues. Decisions to disclose will be made by you except where mandated by law. It is expected that some uneasiness or painful emotions may occur as you are involved in therapy. Discussing painful issues will naturally create discomfort. Your participation in therapy is essential toward helping address your concerns. The Board of Examiners for the Licensure of Professional Counselors, Marriage and Family Therapists and Psychoeducational Specialists requires that all clients be informed that all forms of dual relationships such as business ventures and sexual intimacy are prohibited.

Please be aware that there is a higher incidence of divorce if only one partner in a relationship is involved in therapy. It is also important that you understand there is no guarantee all of your concerns, issues, or problems will be successfully resolved. I cannot guarantee outcomes. The outcomes may vary from your expectations. You may discontinue participation in therapy at any time. If you are not satisfied with the course of the therapy, please discuss this concern with me.

Signature: _____

Date: _____



Eastside Marriage and Family Therapy, LLC

CLIENT E-MAIL USAGE CONSENT

Your therapist will use reasonable means to protect the security and confidentiality of e-mail information sent and received. However, because of the risks identified below, your therapist cannot guarantee the security of e-mail communication, and is not liable for improper disclosure of confidential information that is not caused by the therapist's intentional misuse.

RISKS OF USING E-MAIL TO COMMUNICATE WITH YOUR THERAPIST

Transmitting client information by e-mail has a number of risks that clients should consider before using e-mail to communicate with your therapist. These include, but are not limited to, the following risks:

- E-mail can be circulated, forwarded, and stored in numerous paper and electronic files.
- E-mail can be received by unintended recipients.
- E-mail senders can easily type in the wrong email address.
- E-mail is easier to falsify than handwritten or signed documents.
- Backup copies or e-mail may exist even after the sender/recipient has deleted their copy.
- Employers and on-line services have a right to archive and inspect e-mails transmitted through their systems.
- E-mail can be intercepted, altered, forwarded, or used without authorization or detection.
- E-mail can be used to introduce viruses into computer systems.
- E-mail can be used as evidence in court.

CLIENT OBLIGATIONS WHEN CONSENTING TO E-MAIL

- Use e-mail for general client information only.
- Follow up with your therapist if you have not received a response to your email within 5 business days.
- Take precautions to preserve the confidentiality of e-mail. Use screen savers and safeguard your computer with a password. Change your password regularly.
- Inform your therapist of any changes to your e-mail address.
- Withdraw consent to email client information through hardcopy written communication to your therapist.

ALTERNATE FORMS OF COMMUNICATION

I understand that I may communicate with the therapist via telephone or during a scheduled appointment, however e-mail is not a substitute for the care that may be provided during an office visit. Appointments should be made to discuss any new issues as well as any sensitive information.

TYPES OF E-MAIL TRANSMISSIONS THAT CLIENT AGREES TO SEND AND/OR RECEIVE

The types of information that can be communicated via e-mail with your therapist includes: appointment scheduling requests, billing and insurance questions and client education. If you are not sure if the issue you wish to discuss should be included in an e-mail, you should schedule an appointment.

HOLD HARMLESS

I agree to indemnify and hold harmless Eastside Marriage and Family Therapy, LLC, and any employee, website designer, and maintainers from and against all losses, expenses, damages and costs, including reasonable attorney's fees, relating to or arising from any information loss due to technical failure, my use of the internet to communicate with the therapist or the use of the therapist's web-site, any arrangements you make based on information obtained by the Site, any products or services obtained through the Site, and any breach by me of these restrictions and conditions. The therapist does not warrant that the functions contained in any materials provided will be interrupted or error-free, that defects will be corrected, or that the therapist's website or server that makes such site available is free of viruses or other harmful components.

I also understand that all of the above information, notice and agreements apply for text messages sent to or from the therapist's office cell phone.

Client

Signature: _____ Date: _____

ACKNOWLEDGEMENT OF RECEIPT PRIVACY PRACTICE NOTICE AND EMERGENCY INFORMATION

I, _____ have received a copy of Eastside Marriage and Family Therapy, LLC Notice of Privacy Practices and Emergency Information.
(Print Full Name)

Client

Signature: _____ Date: _____

Therapist

Signature: _____ Date: _____



Eastside Marriage and Family Therapy, LLC

NOTICE OF PRIVACY PRACTICES

This Notice Describes how medical information about you may be used and disclosed and how you can get access to this information. Please review this document carefully.

The Health Insurance Portability & Accountability Act of 1996 (HIP AA) requires all health care records and other individually identifiable health information (protected health information) used or disclosed to us in any form, whether electronically, on paper, or orally, be kept confidential. This federal law gives you, the patient, significant new rights to understand and control how your health information is used. HIP AA provides penalties for covered entities that misuse personal health information. As required by HIP AA, we have prepared this explanation of how we are required to maintain the privacy of your health information and how we may use and disclose your health information. Without specific written authorization, we are permitted to use and disclose your health care records for the purposes of treatment, payment, and health care operations.

Treatment means providing, coordinating, or managing health care and related services by one or more health care providers. Examples of treatment would include psychotherapy, medication management, etc.

Payment means such activities as obtaining reimbursement for services, confirming coverage, billing or collection activities, and utilization review. An example of this would be billing your insurance company for your services.

Health Care Operations include the business aspects of running our practice, such as conducting quality assessment and improvement activities, auditing functions, cost-management analysis, and customer service. An example would include a periodic assessment of our documentation protocols, etc.

In addition, your confidential information may be used to remind you of an appointment (by phone or mail) or provide you with information about treatment options or other health-related services. We will use and disclose your PROTECTED HEALTH INFORMATION when we are required to do so by federal, state or local law. We may disclose your PROTECTED HEALTH INFORMATION to public health authorities that are authorized by law to collect information; to a health oversight agency for activities authorized by law included but not limited to: response to a court or

administrative order, if you are involved in a lawsuit or similar proceeding; response to a discovery request, subpoena, or other lawful process by another party involved in the dispute, but only if we have made an effort to inform you of the request or to obtain an order protecting the information the party has requested. We may release your PROTECTED HEALTH INFORMATION to a medical examiner or coroner to identify a deceased individual or to identify the cause of death. We may use and disclose your PROTECTED HEALTH INFORMATION when necessary to reduce or prevent a serious threat to your health and safety or the health and safety of another individual or the public. Under these circumstances, we will only make disclosures to a person or organization able to help prevent the threat.

Any other uses and disclosures will be made only with your written authorization. You may revoke such authorization in writing and we are required to honor and abide by that written request, except to the extent that we have already taken actions relying on your authorization.

- You have certain rights in regards to your PROTECTED HEALTH INFORMATION, which you can exercise by presenting a written request to Kristine Natterstad, MMFT, LMFT, Eastside Marriage and Family Therapy, LLC at the practice address listed below.
- The right to request restrictions on certain uses and disclosures of PROTECTED HEALTH INFORMATION, including those related to disclosures to family members, other relatives, close personal friends, or any other person identified by you. We are, however, not required to agree to a requested restriction. If we do agree to a restriction, we must abide by it unless you agree in writing to remove it.
- The right to request an amendment to your PROTECTED HEALTH INFORMATION from us by alternative means or at alternative locations.
- The right to obtain a paper copy of this notice for us upon request. We are required by law to maintain the privacy of your PROTECTED HEALTH INFORMATION and to provide you with notice of our legal duties and privacy practices with respect to PROTECTED HEALTH INFORMATION.

We are required to abide by the terms of the Notice of Privacy Practices currently in effect. We reserve the right to change the terms of our Notice of Privacy Practices and to make the new notice provisions effective for all PROTECTED HEALTH INFORMATION that we maintain. Revisions to our Notice of Privacy Practices will be posted on the effective date and you may request a written copy of the Revised Notice from this office.

You have the right to file a formal, written complaint with us at the address below, or with the Department of Health & Human Services, Office of Civil Rights, in the event you feel your privacy rights have been violated. We will not retaliate against you for filing a complaint.

For more information about our Privacy Practices, please contact:
South Carolina Labor, Licensing, and Regulation
www.llr.state.sc.us/pol/counselors

For more information about HIPAA or to file a complaint:
The U.S. Department of Health & Human Services
Office of Civil Rights
200 Independence Avenue, S.W.
Washington, D.C 20201
877.696.6775 (toll-free)

KEEP FOR YOUR RECORDS



Eastside Marriage and Family Therapy, LLC

Emergency Information

I strive to return all calls in a timely manner. As I do not have a receptionist, I Kristine Natterstad, MMFT, LMFT with Eastside Marriage and Family Therapy, LLC will be checking voicemail throughout the day. My goal is to return your call within a 24 hour period with the exception of weekends and holidays. You will be contacted as soon as I am able. If you have an emergency after office hours, please call 911 or go to the nearest emergency room.

Emergency Services:	911
Greenville Memorial Hospital Info Line:	(864) 455-7000
Greenville Mental Health Crisis Line:	(864) 241-1040
Greenville Rape Crisis and Child Abuse:	(864) 467-3633
Greer Mental Health:	(866) 949-1319
Shepherd's Gate Womens Shelter:	(864) 268-5589
SAFE Homes Rape Crisis:	(864) 583-9803
Suicide Prevention Hotline:	(864) 271-8888
Spartanburg Regional Emergency Room:	(864) 560-6222
Spartanburg Mental Health Crisis Line:	(864) 585-0366
24-hour Child Abuse Line:	(864) 585-1445

KEEP FOR YOUR RECORDS



Eastside Marriage and Family Therapy, LLC

CREDIT CARD AUTHORIZATION FORM

It is your consent to make payment for services rendered. This form will be securely stored in the clinical file and may be updated upon request at any time. Services being paid by anyone other than the client DOES NOT give them access to any of the client's confidential information.

In the case of a missed appointment, failing to cancel an appointment within 24 business hours of the scheduled time, or if a check is returned unpaid, you will be charged the full session fee. An additional \$35 fee will be assessed for returned checks and inaccurately disputed charge-backs.

I, _____, hereby authorize Kristine Natterstad, MMFT, LMFT/S Eastside Marriage & Family Therapy, LLC to bill my credit card at the usual fee for professional services including all of the following:

- Appointments that I elect to pay for by credit card
- Missed appointments / No Shows
- Telephone and email consultations
- Appointments that I have canceled with less than 24 business hours notice
- Returned checks / Inaccurately disputed charge-backs
- There is a \$2 service charge added to the usual fee for every credit card transaction.

• For (client's name): _____

***For New Clients scheduling the first appointment, this form must be returned to Kristine Natterstad, MMFT, LMFT/S

Eastside Marriage & Family Therapy, LLC (by email, fax or in person) one week prior to the first scheduled appointment in order for that time to be reserved. If the first appointment is scheduled less than one week out, this form is due the same day that the client calls/emails to make their first appointment.***

Credit Card / Debit Card Type (check one):

• Visa • MasterCard • Discover • American Express Card #: _____

Verification/Security Code (3-digit code on back of card): _____ Expiration Date: _____

Name as Printed on Card: _____

Billing Address: _____

City: _____ State: _____ Zip: _____

By signing below I am authorizing Kristine Natterstad, LMFT/S, Eastside Marriage & Family Therapy, LLC to bill my credit card at the usual fee (plus \$2 credit card transaction fee) for professional services as described above.

Signature: _____ Date: _____

Printed Name: _____