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## **OFFICE POLICIES**

I would like to orient you to my office policies and procedures. You will have received separate documents providing details of my fees, and HIPAA Privacy Practices.

### **Confidentiality & Disclosures**

**CONFIDENTIALITY:** All information disclosed in sessions as well as written records pertaining to therapy are confidential, and may not be disclosed to anyone without your written permission except when disclosure is required by law.

**WHEN DISCLOSURE IS REQUIRED BY LAW:** Under the following conditions. I am mandated by law to report to the Department of Human Services: when in my professional opinion there is a reasonable suspicion of child, dependent or elder abuse or neglect; or is gravely disabled. In cases where there is an imminent danger to yourself, others, or property I am required to notify the appropriate law enforcement agency.

**OTHER DISCLOSURES:** Appropriate releases of information must be signed giving your consent to the release of private health information.

In the case of couple's, family, or child therapy, I will not disclose any information or records unless I am authorized to do so by all adults having the legal right to give consent.

### **Life-threatening Emergencies**

If you are in imminent danger of harming yourself, call 911 or go to your nearest hospital's emergency department.

### **Nonlife threatening Crisis Situations**

You can call my landline at 303.779.1699, leave a voicemail, and when given the prompt for more options you can select – Urgent Delivery.

Texts are checked more frequently than voicemail, and can be sent to 303.870-6051 (mobile). Calls are generally not answered on this number.

Note, electronic communication is often the most efficient; however, these services can have transmission failures. Generally, I respond within 1-2 hours when I am alerted to an evolving crisis. If you have indicated that you are "in crisis" and have not received a response within this time frame I may not have received your message. During sessions I have all my communication devices silenced. I check messages between sessions, texts are the easiest to review between clients, and if I have several scheduled back-to-back I may not get to voicemail for a few hours.

### **Contact Between Sessions**

COMMUNICATION ABOUT APPOINTMENTS: Emails or texts are the most effective means for communicating about appointments, or if you are needing to change or cancel your appointment.

### **CANCELLATION POLICY:**

To reiterate as is stated in the Fee Agreement, if you need to change or cancel an appointment **24 HOURS NOTICE IS REQUIRED** for appointments scheduled Tuesday through Friday. Monday appointments **REQUIRE NOTIFICATION by 11:00 am on Friday**. Failure to provide notice accordingly will result in you being held financially responsible for the full fee (not the copayment) since this time was reserved specifically for you, and could not be offered to another patient.

### **FEES**

Routine fees for therapy services are stated in the Fee Agreement. The fees for Hypnosis/Hypnotherapy services are stated in a service specific Disclosure. Coaching fees are also addressed in a service specific contract.

OTHER FEES: Telephone conversations (exceeding 5 minutes), site visits, report writing and review of records, consultations with other professionals, longer sessions, and travel time, etc. will be charged at the rate of \$100 per hour, unless other agreements have been made.

### **LITIGATION**

If during therapy, or at any time thereafter if you are involved in legal proceedings, it is preferable that neither you nor your attorney, nor anyone else acting on your behalf call on me to testify in court or at any other proceeding, and will not request a disclosure of psychotherapy records.

If parents are in the process of divorcing and one parent wants the children to see a therapist, I will require the consent of both parents and request their participation. It is never in the best interests of children to have a therapist involvement with only one parent influence the understanding of the children's challenges. Further, it is not in anyone's best interests to subpoena a child's therapist to testify in Court in favor of one parent over the other.

When parents are unable to agree about the custody of their children, the Court may appoint a Child and Family Investigator (CFI) or a Parental Responsibility Evaluator (PRE). In these cases, child therapists are required to speak with CFIs or PREs, and they will be request your consent. I will also request a signed release from you, assuring you have given me your consent to release information.

### **RECORDS REQUESTS**

All requests for the release of records must be received in writing. Requests by third parties must include a signed Authorization to Release Records; and may require you signing a secondary release on my letterhead.

TIME FRAME FOR RESPONSE: I will respond to all requests within 30 days of receipt. In some cases, there may be compelling reasons not to release records. If in my professional opinion they are likely to be misused or cause harm to you or another person then I will deny the request, and provide a written explanation with the reason for the denial.

NOTE: A denial does not preclude any party from seeking a subpoena to have the records released, and under such circumstances I may request to discuss the reason for denial with the Judge.

FEES FOR RELEASE OF RECORDS: You will be notified of the cost for copying records. I use the Colorado Department of Health and Public Environment Regulations fee schedule. The fee for copying requested documents is \$14.00 for the first ten pages, \$ .50 per page for pages 11 through 40, and \$ .33 per page for each page over 40; and postage costs. There is no charge for records sent to another health care provider.

Payment must be received prior to the release of any records.

METHOD OF DISCLOSURE: To be determined as to the most appropriate method of delivery unless the type of file is specifically requested. All responses to requests for the release of private health care information are always done consistent with applicable laws and in compliance with HIPAA regulations.

REDISCLOSURE: Federal law prohibits any person or organization from making a subsequent disclosure of health information unless an additional written authorization has been given by the person to whom the information pertains, or as otherwise permitted by 42C.F.R. Part 2.