



## INFORMATION ABOUT PCC SERVICES

**WELCOME TO PCC AND THANK YOU FOR CHOOSING TO USE PCC.** It is important for you to be informed of the nature of psychotherapy, and the policies and procedures governing the help you will receive here, the fees charged for our services and your rights as a client.

**PSYCHOTHERAPY:** The goals of therapy range from the relief of symptoms to significant life changes as one gains a better understanding of personal, interpersonal, and social circumstances. PCC staff members are licensed professionals. We often have therapists in training who are working to complete advanced degrees or to meet eligibility for licensure. All staff members work within the standards and ethical guidelines of state licensing laws, professional associations and Pastoral Counseling Center of St. Mary's policies and procedures. Our therapists also respond to the spiritual needs of clients who want spirituality to be considered in the process of therapy. The therapists at PCC function as a team, consulting frequently in formal and informal supervision. Therefore, if at any time during your work with your counselor, you have questions or concerns about what is happening and why, please ask your therapist.

**THERAPY PROCESS:** The collaborative therapeutic process begins with your initial call. Your therapist will work with you in determining the best course of treatment. Risks may include experiencing uncomfortable feelings such as sadness, guilt, anxiety, anger, frustration, loneliness and helplessness. For those who choose to work through the process, the benefits of counseling are well documented. Counseling often leads to significant reduction in feelings of distress, better relationships and resolution of specific problems. Some research suggests that the greater the distress a person feels and the more the person invests in the counseling process, the greater the progress and improvement. As an informed consumer, it is important for you to be active in your work in counseling by asking questions and discussing issues of concern with your counselor. You and your therapist will decide together when your therapy is complete, but you may choose to withdraw at any time. Typically, sessions are 50 – 60 minutes long and the average client attends from 8 – 20 sessions. Should you decide to withdraw, we encourage you to have a final appointment with your therapist.

**CONFIDENTIALITY:** Your information is confidential and will not be revealed to other persons or agencies unless you have SIGNED a consent form to release information. Therefore, to either release or obtain information from a specific individual or agency, a Release of Information must be obtained. Exceptions to this guideline include instances when the client is a clear danger to (a) themselves; (b) others and instances when the client is a minor (under the age of 18) and reports that he or she has been a victim of physical or sexual abuse; or (c) if vulnerable adults report issues of abuse. Although it is the goal of the therapist and PCC to protect confidentiality of your records, there may be times when disclosure of your records or testimony will be compelled by law. In the event disclosure of your records or testimony is required by law, you will be responsible for and shall pay the costs involved in producing the records at the PCC standard hourly rate for time involved in preparing documents or for preparing for and giving testimony. For further information please see our *Notice of Privacy Practices* and *General Consent for the Use and Disclosure of Protected Health Information*, (in a folder in the book rack.)

**FEES AND PAYMENT:** All payments are due at time of service. We accept cash and checks. There is a \$25.00 service fee for returned checks. Our fees are based on sliding scale. Please refer to our posted *Notice to Clients Regarding Fees*.

**INSURANCE:** As a general rule, our counselors do not accept insurance. If requested we will provide you with a receipt for payment so that you may request reimbursement from your insurance plan. PCC cannot guarantee that your insurance plan will agree to reimburse you. Some counselors may be enrolled with specific insurance plans and will work with those insurance providers.

**CANCELLATION AND MISSED APPOINTMENTS:** If an appointment is missed or cancelled with less than 24 hours notice, a fee will be charged.

**DISCLOSURE STATEMENT:** This information is required by the Board of Professional Counselors and Therapists, which regulates all licensed and certified counselors and therapists.

**Board of Professional Counselors  
4201 Patterson Avenue, Baltimore, MD 21215-2299**

Please sign and date this document indicating that you have been provided with and read the above information.

\_\_\_\_\_  
Signature of Client, Parent, Guardian or Representative

\_\_\_\_\_  
Date