

INFORMED CONSENT ADDENDUM FOR PHONE COUNSELING

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This document is an addendum to the informed consent that you signed during our first face-to-face session and contains important information for you about counseling sessions via phone with Shala Nicely, MS, LAPC, NCC. This addendum is designed to inform you about what you can expect regarding your participation in phone counseling. By signing this document we enter into an agreement that allows you to attend sessions via phone with me.

Technology

When I provide phone counseling sessions, I am calling you from a cellular/mobile phone. You may be speaking to me on a landline or cellular/mobile phone. I will be calling you from my office and will be the only person in my office during our call. It is best if you are in a private location (for example, a room in your home with the door closed) during our phone sessions where you can speak without being overheard or interrupted by others. However, I cannot guarantee the privacy or confidentiality of conversations held via phone, as phone calls can be intercepted either accidentally or intentionally.

If we lose our phone connection during our session, I will call you back immediately on all phone numbers I have for you, starting with the number on which we were speaking. If I am unable to call you back due to a technological problem on my end, please call me at 404-632-4804. If we are unable to reach each other due to technological issues, I will continue to try to call you back every 5 minutes until the end of our session. I will then try to call you back later in the day to reschedule the rest of our session. You may also continue to try to reach me on the number above. It is my policy to continue phone sessions that have been interrupted due to technological issues until you have received your full 45- to 50-minute session, even if we need to continue the session at a later time or another day.

As a backup form of communication should we get disconnected and not be able to get back in touch immediately, you can also send me a message via the Contact Me page of my website at <http://www.shalanicely.com/ContactMe.en.html>. If I have email access when you submit the form on the Contact Me page, I will receive an email with your message.

Emergencies and Confidentiality

I will need an emergency contact for you at the beginning of our first phone counseling session. I will also need the address from which you are calling at the beginning of each session. **In a situation where we are talking and get disconnected and you are in crisis, you agree to call 911 or go to your local emergency room immediately.**

If I have any concerns about your safety at any time during a phone session or at a time when we get disconnected, I will need to break confidentiality and call 911 and/or your emergency contact immediately. Please note that everything in our informed consent that you signed during our first face-to-face session, including all the confidentiality exceptions, still applies during phone sessions.

Limitations

I am providing therapeutic services to you as described in the informed consent that you signed during our first face-to-face session. However, it is important to note that there are limitations to phone counseling that can affect the quality of phone sessions. These limitations include but are not limited to the following:

- Because the sessions are via phone, I cannot see you, your body language, or your non-verbal reactions to the issues we are discussing.
- Sometimes I may not hear all of what you are saying (due to cellular phone limitations) and may need to ask you to repeat things.

To reduce the effect of these limitations, sometimes I may ask you to describe how you are feeling, thinking, and/or acting in more detail than I would during a face-to-face session. You may also feel that you need to describe your feelings, thoughts, and/or actions in more detail that you would during a face-to-face session.

Fees and Cancellations

Payment for phone counseling sessions can be made by credit card at \$115/session at the time of the session, or you can send a check for \$110/session made payable to Cornerstone Family Services, LLC or "CFS" as long as it is received in my office before the date of our phone session.

The policy for cancellations is the same for phone sessions as for face-to-face sessions: You are expected to attend all scheduled sessions. If you need to cancel your appointment please call **NO LATER THAN 24 HOURS PRIOR** to your scheduled appointment. You will be charged the full session fee for appointments cancelled with less than 24 hours notice. CFS requires all clients to provide a credit card number to keep on file in the case of missed or cancelled appointments. This information is kept in a confidential file that is locked at all times. If you "no show" or cancel your appointment without 24-hour notification the \$115.00 cancellation fee will be charged to your card. Please note that insurance companies do not reimburse for missed appointments.

Consent to Participate in Phone Sessions

By signing below you agree that you have read (or have had read to you) all of the above sections of the phone counseling informed consent addendum and that you understand the limitations associated with participating in phone counseling sessions and consent to attend sessions under the terms described in this document.

Signature (Client)

Date

Print Name