

# Welcome to Fountaingate Psychological & Family Services!

We are glad that you have chosen Fountaingate to assist you in meeting your needs at this critical time in your life. Fountaingate Psychological & Family Services has been providing quality mental health services for the Marysville-Tulalip and surrounding Snohomish County communities for over 12 years. Fountaingate's professional internal referral network allows us to connect individuals and families with highly qualified and skilled clinicians who provide individual, group, marital, and family counseling; as well as medication assessment and management, for children, adolescents, adults, and seniors. Our network is comprised of various independent clinicians who are psychologists, mental health clinicians, marriage and family therapists, chemical dependency professionals and advanced registered nurse practitioners. Each clinician is fully licensed or certified in their discipline by the State of Washington.

We encourage you to choose a clinician that will most accurately fit your needs. Our clinicians attempt to be available on as many insurance panels as possible. Your choice of practitioner may be determined by your insurance if you are utilizing your insurance plan and so we ask that you first consult with them to see if your choice of clinician is listed. Other considerations in choosing a clinician include, gender, scheduling availability and treatment style. If you have any questions, you may ask the patient care coordinator

## Appointments

The initial appointment is 55 minutes to one hour long, or 90 minutes for Medication Assessments by the Nurse Practitioner. The length of subsequent therapy sessions is roughly 50 minutes, but we may also see you for shorter sessions of 15 to 30 minutes when clinically indicated. Please understand: Your appointment is held exclusively for you. If for some reason you are unable to keep your appointment, please give as much notice as possible. If you fail to give at least 24 hours advanced notice, you will be charged a "late cancellation" fee in the full dollar amount equal to the charge for that visit, (see appointment charges on next page). A missed Medication visit (ARNP appointments) will be charged according to amount of time scheduled). **INSURANCE DOES NOT COVER SUCH COSTS AND THEREFORE, YOU WILL BE RESPONSIBLE TO PAY FOR THE MISSED VISIT/LATE CANCELLATION-AT YOUR NEXT APPOINTMENT, PRIOR TO BEING SEEN.** Our telephone voicemail system has a date stamp which records the time of your call, so you must leave a voicemail on the general voicemail system if you do not call during office hours.

If you are late for a session, you will be seen for the time remaining in your session and charged the full fee and or co-payment. In the event that you should practice excessive Late Cancellations or No-Shows, we reserve the right to cancel future appointments that you have made with your clinician.

This policy is not meant to punish our clients. As you may know, our office is very busy and we have many patients who are seeking our services. Each clinician limits the number of patients he/she serves at any one time. Additionally, unlike some health practitioners, we do not double book because we have reserved that appointment time for you and have prepared ourselves so that we can best serve you for that session. We appreciate your understanding of our policy.

On occasion, but rarely, we may have to interrupt or even cancel your appointment on short notice in order to help a seriously ill patient. Please understand that we do this only in emergencies and we apologize for any inconvenience that this may cause you. These infrequent emergencies may require us to take a phone call in the middle of a session.

## Your Record

A record of the services provided to you is kept on file by your individual clinician. If you see more than one clinician at Fountaingate, you will have more than one record. You may request a copy of that record in part or in whole. We will not disclose your record to others unless you direct us to do so, by signing a RELEASE OF INFORMATION authorization, or unless compelled by law. You may see your record or get more information about it by making a request in writing to your therapist and giving at least a 48 hour notice. The fees for the copies of records are made according to the fee schedule.

## Confidentiality

All issues discussed in the course of therapy are strictly confidential including the fact that you or your family member is seeing a clinician. Information about your visits will be released to your physician only at your request; however, we highly recommend this to coordinate your treatment. We encourage an open dialogue with family practitioners and primary care physicians to better serve you and some insurance may require this in order to qualify for financial coverage for your services. Periodic progress notes can be sent to your physician and he or she may choose to include them in your main medical record for his/her records. Information will be released to persons outside of Fountaingate or as a result of the following:

1. When a patient, or if a minor, their parent or guardian signs a release of information;
2. When a patient is a danger to themselves or others, or is gravely disabled;
3. When abuse or neglect of a child or vulnerable or dependent adult must be reported by law;
4. When your practitioner deems it necessary or appropriate to disclose information to your physician or healthcare provider, unless you specifically request him/her not to do so;
5. When it is necessary to provide information in a legal proceeding or a disciplinary action;
6. When your insurance company requests your record in order to process your insurance claim;
7. When your spouse, relative, or a significant other attends a therapy session with you (e.g., couples or family counseling), their communication to your therapist is not privileged or protected by law and can be released without their permission.

## Emergencies Between Sessions

If you are having a psychiatric emergency, are feeling suicidal, or if you believe that you are at risk and in need of hospitalization, please call the 9-1-1 operator **immediately**, or the Crisis Care line at (425)258-4357. If your situation is not of an emergent state, but it is pressing, you may also contact your clinician by calling (360)653-0374 and speaking to the client care coordinator or by entering your clinician's extension. Your clinician may also provide you with an emergency contact number or by following the prompts on their voicemail. Some calls may be returned between sessions or in the evening when the clinician's daily caseload has been attended. Non-scheduled emergent care may incur a charge that may not be covered by your insurance.

## Feedback

If you have any questions about any information that you have received or how Fountaingate operates, do not hesitate to ask our client care coordinator or your therapist. If you have a concern about the treatment you have received or about any of our office functions, please contact your therapist or ask our client care coordinator for a "**Feedback**" form which will be forwarded to the managers of Fountaingate. Feedback helps insure that we are meeting your needs appropriately!

## Fees

It is likely that a portion of your fee for services will be covered by your medical insurance. If so, we will bill your insurance company directly. We ask that your fee or your portion of the fee not covered by insurance be paid in full each session by cash, check, or bankcard. Insurance Co-Pays are due at the time of service and cannot be waived or reduced, in order to maintain compliance between you and your insurance company. Payments should be made to our client care coordinator during normal business hours and we request that you sign in at each visit. After normal business hours, your therapist will be aware of your co-pay, co-insurance or other negotiated fee and will be able to take your payment.

### GENERAL COUNSELING FEES

Initial Session	\$200.00	
Individual Session	\$150.00	
Family Session	\$185.00	
Marital Session	\$175.00	
Group Session		Depending on the type of group and the enrolled program
Med Management (90 min)	\$300.00	initial
	\$185.00	full hour
	\$125.00	half hour
Case Management	\$ 60.00	full hour (or according to percentage of full fee)
Urinalysis	\$ 30.00	(non- chemical dependency program)
Observed Urinalysis	\$ 40.00	
ADD/ADHD Evaluation	\$130.00	
Risk Assessment	\$1500.00	
Mental Health Evaluation	\$1500.00	(minimum, in addition to report charges)

### MEDICATION MANAGEMENT/ARNP FEES

Initial Medication Management	\$300.00
Individual session 50 minutes	\$185.00
Med check/therapy 30 minutes	\$125.00

**Insurance Non-reimbursable:** The following may occur during the course of your treatment, however, they may not be covered by your insurance and you will be responsible for the fees.

No-Show	\$ 150.00	
Late Cancellation	\$ 150.00	
Therapeutic Phone Calls	\$ 150.00	per hour
Emergency Calls	\$ 150.00	per hour
Report writing	\$ 150.00	full page
	\$ 110.00	half page
	\$ 70.00	quarter page
Copy of Records Request		
Pages 1-30	\$ .96	
30-beyond	\$ .73	
Record Search/handling	\$ 22.00	
Faxes in excess of 1 page	\$ 1.00	per page
Non-sufficient Funds (NSF)	\$ 25.00	for each check

REDUCED REES- Reduced fees may be available on a limited basis. Since our clinicians are independent practitioners, you will need to request consideration from them. Clients with existing insurance coverage are not eligible.

Feedback Form

Thank you for taking the time to give us feedback that will help us to better serve you. Return this form to the patient care coordinator. You may also ask for an envelope for greater privacy. This form will be reviewed by the management and you can choose to be contacted for more information or for a response.

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Name & contact information (optional)

New Policies Effective February 1, 2008