

INFORMATION FOR NEW CLIENTS

OFFICE POLICIES

CONSENT TO TREATMENT



Amy Fuller PhD
Help for today, Hope for Tomorrow

WELCOME!

Congratulations on taking a brave step toward healing! The following information is meant to help answer any administrative questions you may have about Dr. Amy Fuller or the services she offers to individuals, couples and families.

About Amy Fuller, PhD

Both a Licensed Professional Counselor and a Licensed Marriage and Family Therapist, Dr. Amy Fuller has extensive experience in assisting children, adolescents, individuals, families and marriages. She received comprehensive didactic and clinical training at Abilene Christian University, while completing a Masters degree in Marriage and Family Therapy. Dr. Fuller holds a doctoral degree from St. Mary's University in Marriage & Family Therapy.

Dr. Fuller also serves as the volunteer Clinical Director of Fuller Life Family Therapy Institute, a 501c3 non-profit training organization for developing therapists providing both quality and affordable therapy to the community.

Dr. Amy Fuller has been married to her husband, David Fuller, for nearly 20 years and they have two children.

Credentials

- Licensed Professional Counselor-Board Approved Supervisor
- Licensed Marriage & Family Therapist-Board Approved Supervisor
- EMDR Certified Therapist--(Eye Movement Desensitization and Reprocessing Therapy)
- Clinical Hypnotherapist, Erickson Institute of Dallas
- Certified Sex Therapist Candidate—Texas Sex Therapy Institute
- "Healthy Families, Healthy Kids" Certified
- Master's Degree (MMFT) in Marriage and Family Therapy
- Doctoral Degree (PhD) in Marriage and Family Therapy
- AAMFT Approved Supervisor Candidate under mentorship of Harlene Anderson PhD
- Multiple trainings in the Crucible Model with Dr. David Schnarch, author of The Passionate Marriage and Intimacy and Desire.

Professional Memberships

- AAMFT-Clinical Member of the American Association of Marriage and Family Therapy
- Houston Association of Marriage and Family Therapy
- EMDRIA (Eye Movement Desensitization and Reprocessing International Association)
- AASECT---American Association of Sex Educators, Counselors and Therapists

Location

Dr. Fuller's office is located in the southwest corner of Houston just inside Loop 610 on Bissonnet. Covered guest parking is available in the ground floor parking area. Additional parking can be found to the right and left of the building.

4545 Bissonnet, Suite 289
Bellaire. TX 77401
(832) 848-0870 Office
(832) 699-1414 Secure Fax
(713) 893-3669 Direct

www.amyfullerphd.com
amy@amyfullerphd.com

Manet@FullerLifeFamilyTherapy.org

Services Available

Dr. Fuller offers individual, marital & family therapy to adults, children, adolescents and families. Sessions begin meeting weekly generally last 50 minutes or 80 minutes.

Fees for Services

Diagnostic/First Session	\$185
Individual Session 50 minutes	\$185
80 minutes	\$275
Marital/Family Session 50 minutes	\$185
80 minutes	\$275
Reports or Requests for Letters	Varies

Consultation: \$250 per hour

This includes the following: telephone consults greater than 10 minutes, ARDs, travel time to and from meetings, weekend sessions, after hour emergency phone calls, or other services. Insurance companies do NOT cover these services.

Legal Proceedings: \$350 per hour

Dr. Fuller will only appear at a court proceeding only when subpoenaed. A block of time must be scheduled in order for Dr. Fuller to appear in court, which prohibits her from scheduling other clients. If cancelled in less than 24 hours notice the full fee will be charged. The fee applies to travel time and time "on-call", whether or not testimony is given.

Scheduling

To schedule an appointment please call Dr. Fuller's office at **(832) 848-0870**. Follow-up sessions are scheduled at the conclusion of the session and written on the pink receipt.

Appointments are available Monday through Friday between 8 and 3 pm. Dr. Fuller's assistant, Manet Castaneda, answers the phone during business hours and the scheduling service is available at all hours by selecting option 1 at the prompt.

When you arrive, please be seated in the lobby and check in with Manet. If Dr. Fuller is running late, she will adjust her schedule so as to provide a full session to each client. If the client is late, Dr. Fuller will end the session at the hour.

Payment for Services

The client is responsible for payment of counseling and other services utilized. Payment for sessions is due in full at the time of service regardless of insurance billing. Dr. Fuller accepts check (payable to Amy Fuller PhD), credit card (Visa, MC, Amex or Discover) or cash. There is a \$35 fee for returned checks. A Credit Card on file can be billed at the end of the session for your convenience.

Cancellation Policy

Dr. Fuller often has clients on a waiting list for appointment openings so if you are not able to keep your appointment, please notify Dr. Fuller's office as soon as possible at **(832) 848-0870**. Since the scheduling of an appointment involves the reservation of time specifically for you, a minimum of 24 hours notice is required for re-scheduling or canceling an appointment. **If you do not give 24 hours notice of cancellation, you will be responsible for the full fee.** The first late cancellation or no-show fee is sometimes waived and provides an opportunity to reiterate the office policy.

Referrals

Your referral to others is the highest complement you can give. If you do suggest our offices to friends or family members, we greatly appreciate it.

Insurance Billing

Dr. Fuller accepts many insurance plans as an out-of-network provider. We will verify insurance benefits and let you know the out-of-network benefits. Please provide your insurance information on our "Secure Form" found at the bottom of each page at www.amyfullerphd.com

As a complementary service, Dr. Fuller will bill the insurance company electronically and the client will be reimbursed directly by the insurance company at a later date. *There is no guarantee of reimbursement for out-of-network benefits*, but many insurance companies do reimburse for therapy services. **Services will not be billed until the client has received information about benefits and indicated on the intake form their preference of the following:**

SELF-PAY—Do not file insurance: Many clients chose to pay for counseling instead of using health insurance.

SELF-SUBMIT TO INSURANCE: Others chose to personally submit the receipt to the insurance company after paying for counseling up front in order to be reimbursed. Dr. Fuller will provide a pink receipt called a super-bill to submit.

INSURANCE: Dr. Fuller's office will submit claims for counseling to the insurance company as a complimentary service. The client pays the full fee and is reimbursed by insurance at a later date.

TELEPHONE & EMERGENCY PROCEDURES:

If you need to contact Amy Fuller PhD between sessions, please leave a message at the answering service (832) 848-0870 and your call will be returned as soon as possible. If an emergency situation arises, indicate it clearly in your message and if you need to talk to someone right away call Psychiatric Emergency Services.

In the event of a psychiatric emergency: Dial 911, go to your local emergency room or request a Crisis Intervention Team at the MHMRA Neuropsychiatric Center by calling 713.970.7070.

Please do not use email or faxes for emergencies.

Please Also Read:

- OFFICE POLICIES and CONSENT TO TREATMENT
- COMMUNICATION POLICY
- SOCIAL MEDIA POLICY
- NOTICE OF PRIVACY PRACTICES



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OFFICE POLICIES & CONSENT TO TREATMENT



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CONFIDENTIALITY

In order to assist our clients in overcoming personal and family difficulties it is imperative that things discussed in counseling be kept private. Therefore, Dr. Fuller upholds strict policies regarding confidentiality.

All information disclosed within sessions and the written records pertaining to those sessions are confidential and may not be revealed to anyone without your written permission except where disclosure is required by law. Amy Fuller PhD will not release records to any outside party unless she is authorized to do so by ALL adult parties who were part of the family therapy, couple therapy or other treatment that involved more than one adult client.

WHEN DISCLOSURE IS REQUIRED OR MAY BE REQUIRED BY LAW:

Some of the circumstances where disclosure is required or may be required by law are:

- where there is a reasonable suspicion of child, dependent, or elder abuse or neglect;
- where a client presents a danger to self, to others, to property, or is gravely disabled;
- or when a client's family members communicate to Amy Fuller PhD that the client presents a danger to others.

LIMITS OF CONFIDENTIALITY:

The following are some of the limits to the confidentiality of a professional counselor:

- Under subpoena from a judge, in criminal or federal matters, a therapist may be required to disclose confidential client-therapist information.
- In addition, most insurance companies require clinical information before they will pay for services. *The client should indicate a billing preference on the intake form.*
- Our offices maintain confidential records. Please know administrative staff has access to invoices and other information needed for billing, scheduling, or clinical documentation.
- Disclosure may also be required pursuant to a legal proceeding by or against you. If you place your mental status at issue in litigation initiated by you, the defendant may have the right to obtain the psychotherapy records and/or testimony by Amy Fuller PhD through a judge-ordered subpoena.

CONFIDENTIALITY IN COUPLES and FAMILY THERAPY:

In couple and family therapy, or when different family members are seen individually, even over a period of time, confidentiality and privilege do not apply between the couple or among family members, unless otherwise agreed upon. Amy Fuller PhD will use her clinical judgment when discussing such information.

Dr. Fuller does not do individual therapy with clients simultaneously participating in couple's therapy with Dr. Fuller. If a couple is participating in couple's therapy, please CC your spouse on any email to the therapist regarding your treatment or scheduling.

Material discussed in therapy with children or adolescents is confidential and will not be disclosed to parents. Dr. Fuller will share her clinical opinion, discuss assessment and treatment goals with parents and will involve parents in treatment whenever possible. Our code of ethics grants confidentiality even to minors.

CONFIDENTIALITY IN EMERGENCIES:

If there is an emergency during therapy, or in the future after termination, where Amy Fuller PhD becomes concerned about your personal safety, the possibility of you injuring someone else, or about you receiving proper psychiatric care, she will do whatever she can within the limits of the law, to prevent you from injuring yourself or others and to ensure that you receive the proper medical care. For this purpose, she may also contact a person whose name you have provided on the biographical sheet.

HEALTH INSURANCE & CONFIDENTIALITY OF RECORDS:

Disclosure of confidential information may be required by your health insurance carrier in order to process claims. If you so instruct Amy Fuller PhD to file on your behalf only the minimum necessary information will be communicated to the carrier. Amy Fuller PhD has no control over, or knowledge of, what insurance companies do with the information she submits or who has access to this information.

LITIGATION LIMITATION:

Due to the nature of the therapeutic process and the fact that it often involves making a full

disclosure with regard to many matters which may be of a confidential nature, it is agreed that, should there be legal proceedings (such as, but not limited to divorce and custody disputes, injuries, lawsuits, etc.), **neither you nor your attorney(s), nor anyone else acting on your behalf will call on Amy Fuller PhD to testify in court or at any other proceeding, nor will a disclosure of the psychotherapy records be requested unless otherwise agreed upon.**

CONSULTATION

Amy Fuller PhD consults regularly with other professionals regarding her clients; however, each client's identity remains completely anonymous and confidentiality is fully maintained.

RECORDS & YOUR RIGHT TO REVIEW THEM:

Unless otherwise agreed to be necessary, Amy Fuller PhD retains clinical records only as long as is mandated by Texas law. If you have concerns regarding the treatment records, please discuss them with Amy Fuller PhD. As a client, you have the right to review or receive a summary of your records at any time, except in limited legal or emergency circumstances or when Amy Fuller PhD assesses that releasing such information might be harmful in any way. In such a case, Amy Fuller PhD will provide the records to an appropriate and legitimate mental health professional of your choice.

Considering all of the above exclusions, if it is still appropriate, and upon your request, Amy Fuller PhD will release information to any agency/person you specify unless Amy Fuller PhD assesses that releasing such information might be harmful in any way. When more than one client is involved in treatment, such as in cases of couple and family therapy, Amy Fuller PhD will release records only with signed authorizations from all the adults (or all those who legally can authorize such a release) involved in the treatment.

PAYMENTS & INSURANCE REIMBURSEMENT:

Clients are expected to pay the standard fee of \$185.00 per 50 minute or \$275.00 per 80 minute session at the end of each session. Telephone conversations, site visits, writing and reading of reports, consultation with other professionals, release of information, reading records, longer sessions, travel time, etc. will be charged at the same rate, unless indicated and agreed upon otherwise. Please notify Amy Fuller PhD if any problems arise during the course of therapy regarding your ability to make timely payments. Amy Fuller PhD will submit claims to your insurance as a convenience to the client. The client is

responsible for full payment and MAY be reimbursed by the insurance company at a later date. Not all issues, conditions, problems, which are dealt with in psychotherapy, are reimbursed by insurance companies. We will verify the benefits for you, but it is important you understand the specifics of your coverage. Full payment is due at the time of service, and if an account becomes overdue (unpaid) and there is no written agreement on a payment plan, Amy Fuller PhD can use legal or other means (courts, collection agencies, etc.) to obtain payment.

THE PROCESS OF THERAPY/ EVALUATION AND SCOPE OF PRACTICE:

Participation in therapy can result in a number of benefits to you, including improving interpersonal relationships and resolution of the specific concerns that led you to seek therapy. Working toward these benefits, however, requires effort on your part. Psychotherapy requires your very active involvement, honesty, and openness in order to change your thoughts, feelings, and/or behavior. Amy Fuller PhD will ask for your feedback and views on your therapy, its progress, and other aspects of the therapy and will expect you to respond openly and honestly. Sometimes more than one approach can be helpful in dealing with a certain situation. During evaluation or therapy, remembering or talking about unpleasant events, feelings, or thoughts can result in you experiencing considerable discomfort or strong feelings of anger, sadness, worry, fear, etc., or experiencing anxiety, depression, insomnia, etc. Amy Fuller PhD may challenge some of your assumptions or perceptions or propose different ways of looking at, thinking about, or handling situations, which can cause you to feel very upset, angry, depressed, challenged, or disappointed.

Attempting to resolve issues that brought you to therapy in the first place, such as personal or interpersonal relationships, may result in changes that were not originally intended. Psychotherapy may result in decisions about changing behaviors, employment, substance use, schooling, housing, or relationships. Sometimes a decision that is positive for one family member is viewed quite negatively by another family member. Change will sometimes be easy and swift, but more often it will be slow and even frustrating. There is no guarantee that psychotherapy will yield positive or intended results. During the course of therapy, Amy Fuller PhD is likely to draw on various psychological approaches according, in part, to the problem that is being treated and her assessment of what will best benefit you. These approaches include,

but are not limited to, behavioral, cognitive-behavioral, cognitive, system/family, developmental (adult, child, family), solution-oriented or psycho-educational. Amy Fuller PhD provides neither custody evaluation recommendation nor medication or prescription recommendation nor legal advice, as these activities do not fall within her scope of practice.

TREATMENT PLANS:

Within a reasonable period of time after the initiation of treatment, Amy Fuller PhD may discuss with you her working understanding of the problem, treatment plan, therapeutic objectives, and her view of the possible outcomes of treatment. If you have any unanswered questions about any of the procedures used in the course of your therapy, their possible risks, Amy Fuller PhD's expertise in employing them, or about the treatment plan, please ask and you will be answered fully. You also have the right to ask about other treatments for your condition and their risks and benefits.

TERMINATION:

As set forth above, after the first couple of meetings, Amy Fuller PhD will assess if she can be of benefit to you. Amy Fuller PhD does not work with clients who, in her opinion, she cannot help. In such a case, if appropriate, she will give you referrals that you can contact. If at any point during psychotherapy Amy Fuller PhD either assesses that she is not effective in helping you reach the therapeutic goals or perceived you as non-compliant or non-responsive, and if you are available and/or it is possible and appropriate to do, she will discuss with you the termination of treatment and conduct pre-termination counseling. In such a case, if appropriate, she would give you a couple of referrals that may be of helpful. You have the right to terminate therapy and communication at any time. If patient requests and authorizes it in writing, Amy Fuller PhD will coordinate with the psychotherapist of choice in order to help with the transition.

DUAL RELATIONSHIPS:

Amy Fuller PhD will make every effort to avoid dual relationships with clients. In some situations, multiple relationships are unavoidable. Amy Fuller PhD will discontinue any dual relationship if she finds it interfering with the effectiveness of the therapy or your welfare and, of course, you can do the same at any time.

SOCIAL NETWORKING/INTERNET SEARCHES:

Dr. Fuller does not accept friend requests from current or former clients on PERSONAL social networking sites, such as Facebook. Adding clients as friends on these sites and/or communicating via such sites is likely to compromise patient privacy and confidentiality. For this same reason, clients are asked to not communicate via any interactive or social networking web sites. *Please see the Social Media Policy for more information.*

COMMUNICATION WITH AMY FULLER PHD

Please see the communication policies to fully understand your rights to ensure confidentiality. Amy Fuller PhD provides encrypted email service to ensure confidentiality since normal email is not secure. You have a right to consent to unencrypted email from Amy Fuller PhD so long as you understand the risks. **INDICATE YOUR CHOICES FOR SECURE COMMUNICATION ON THE COMMUNICATION PREFERENCES FORM IN THE INTAKE PAPERWORK.**

CANCELLATION:

Since the scheduling of an appointment involves the reservation of time specifically for you, a minimum of 24 hours notice is required for re-scheduling or canceling an appointment. The full fee will be charged for sessions missed without such notification.

AMY FULLER PHD ETHICAL STANCE:

We commit to dedicate ourselves to serving the best interest of each client while respecting institutional and ethical policies and improving policies to ensure the best interest of the client is served.

We commit to not discriminate between clients or professionals based on age, race, creed, disabilities, handicaps, preferences, etc.

We will maintain an objective and professional relationship with each client.

We will respect the rights and views of other mental health professionals, and appropriately end services or refer clients to other programs when appropriate.

We will evaluate our personal limitations, strengths, biases, and effectiveness on an ongoing basis for the purpose of self-improvement and continually attain further education and training.

I have read the above General Information for New Client and Office Policies. I consent to treatment with Amy Fuller PHD. I am also aware of Amy Fuller PhD's policies on communication, social media and privacy practices. I have read and completed the communication preferences form. I understand these policies and agree to comply with them:

_____	_____	_____
CLIENT SIGNATURE	CLIENT NAME (print)	DATE

_____	_____	_____
SPOUSE/GUARDIAN SIGNATURE	SPOUSE/GUARDIAN NAME (print)	DATE

_____	AMY FULLER PHD, LMFT-S, LPC-S	_____
THERAPIST SIGNATURE		DATE