

W E L C O M E

TO THE OFFICES OF

WOODHAVEN COUNSELING ASSOCIATES, INC.

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GENERAL INFORMATION

Thank you for choosing Woodhaven Counseling Associates, Inc.. The following information is provided to acquaint you with our policies and procedures.

Business Office Hours

Monday and Friday	9:00 AM to 5:00 PM
Tuesday, Wednesday, Thursday	9:00 AM to 8:00 PM
Saturday	9:00 AM to 2:00PM

Telephone Answering

There are times when we cannot personally answer the telephone. If your call is answered by our recording machine, please leave your name, phone number and a brief message. We will return your call as soon as possible. If it is after-hours and your call is an *emergency*, follow the prompts to be connected to the answering service. A therapist will return your call as soon as possible.

Appointments

You can expect your appointment to begin promptly. Please check with the front desk if your therapist is more than 10 minutes late. Standard therapy appointments are **45 minutes** in length.

*If cancellation is necessary, please notify us as early as possible. A late cancellation fee (50% of the hourly fee) is charged if less than 24 hours notice is given or if a client simply does not show for an appointment. **WE CANNOT BILL INSURANCE FOR MISSED OR LATE CANCEL APPOINTMENTS, AND IT WILL BE YOUR RESPONSIBILITY TO PAY THE CANCELLATION FEE.***

Confidentiality

Information or opinions can be given to others only with your written consent. There is an exception to this rule, however. When there is reason to believe a child or elder has been abused, or if a client threatens self-harm or harm to another person, the law requires that a report be made.

(Continued on back)

Your Children

For safety reasons, children must be supervised during appointments. If your children are not involved in counseling, please make other arrangements for them. We cannot be responsible for supervising unattended children.

Financial Policies

Our priority is to provide you with the best possible service. This service is based on a friendly, business-like understanding between therapist and client. It is felt that misunderstandings can be minimized if financial policies are agreed upon from the very beginning.

- Payment at the time of each appointment is expected. If special arrangements are necessary, please discuss this with your therapist during the first appointment.
- There will be a service charge of \$30 for NSF (bounced) checks.
- Fees are charged for emergency, after-hours telephone calls and office consultations.
- Fees are charged for written letters pertaining to your treatment.
- Fees are charged when appointments are cancelled with less than twenty-four (24) hours notice or when a client does not arrive for a scheduled appointment.
- When a divorced, non-custodial parent is expected to pay for services to a minor, it is the custodial parent's responsibility to assure that payment arrangements are made. If there is a dispute or problem regarding fee payment, the parent who requested the services will be held responsible for those fees.

Insurance/Managed Care

We work with several insurance and managed care companies. Many have their own unique requirements for authorizing treatment sessions. We make every reasonable effort to understand your coverage and help you get the benefits your coverage offers.

At the same time, you are responsible to know and understand the benefits and limitations of your policy. You should know your co-pay amount; your annual deductible amount; your lifetime benefit; whether precertification of sessions is required; and, you should know if your coverage limits the maximum number of therapy sessions you can have each year.

Please be aware that most managed care companies take the following position: *The authorization of services is not a guarantee of payment.* **Consequently, you are fully responsible for the portion of the bill not paid by your health care benefits plan.**

I have read and agree to the policies outlined in this welcome letter.

Signature of Client, Parent
Or Guardian

Date

Name of Client (printed) _____

Woodhaven Counseling Associates, Inc.
NEW CLIENT INFORMATION

Date _____

Client No. _____

Client Information

Full Name: _____ Birth Date: _____ Age: _____ Sex: - M - F
Address: _____ City: _____ State: _____ ZIP: _____
Employer/School: _____ Work/School Phone: _____ Okay to call? Yes No
Home Phone: _____ Okay to call? Yes No Cell Phone: _____ Okay to call? Yes No
Marital Status _____ Social Security Number _____
Religious preference: _____ Highest Grade Completed _____
Has the client had previous counseling/therapy? - None - Office (outpatient services) - Hospital
Is the client taking prescribed medication? - No - Yes (specify all & Dr.): _____

In Case of Emergency, Contact: Name: _____
Relationship to client _____ Day Phone: _____ Evening Phone: _____
Who may we thank for referring you to us? _____

If the client is a minor child, a biological parent or legal guardian must complete this section

If the child's parents are divorced, to which parent has the court given custody?
 - Mother - Father - Joint - Other _____

Your Name: _____ Birth Date: _____ Age: _____ Sex: - M - F
Address: _____ City: _____ State: _____ ZIP: _____
Employer: _____
Work Phone: _____ Home Phone: _____ Cell Phone: _____
Marital Status: _____ Social Sec. Number: _____ Your Relationship to client: _____
If applicable, please list name and contact information for the non-custodial parent: _____

If applicable, please list name and contact information for child's caseworker: _____

Family Information

Please list everyone living in the client's home:

Name	Age	Sex	Relationship	Name	Age	Sex	Relationship
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____

Does the client have children who are not living in the home? - No - Yes

Insured Person's Information

Full Name: _____ Birth Date: _____ Age: _____ Sex: - M - F
Address: _____ City: _____ State: _____ ZIP: _____
Employer: _____ Work Phone: _____ Home Phone: _____
Marital Status: _____ Social Sec. Number: _____ Relationship to client: _____
Insurance ID or Group No.: _____ Insurance Co.: _____

Please Continue on Other Side of Form

Consent for Treatment

I _____ (name of patient), agree and consent to participate in behavioral health care services offered and provided at/by Woodhaven Counseling Associates, Inc., a behavioral health care provider. I understand that I am consenting and agreeing only to those services that the above named provider is qualified to provide within: (1) the scope of the provider's license, certification, and training; or (2) the scope of license, certification, and training of the behavioral health care providers directly supervising the services received by the patient. If the patient is under the age of nineteen or unable to consent to treatment, I attest that I have legal custody of this individual and am authorized to initiate and consent for treatment and/or legally authorized to initiate and consent to treatment on behalf of this individual.

Signature of Client, Parent/Guardian

Date

Relationship to Patient (if applicable): _____

Consent for Use and Disclosure of Health Information

I give my consent for the use or disclosure of mine or my child's protected health information (PHI) by the staff of Woodhaven Counseling Associates, Inc. for the purpose of treatment, payment, and healthcare operations. By signing this form, I am agreeing to let WCA, Inc. use my information and send it to others. The Notice of Privacy Practices explains this in more detail. **I have received the Notice of Privacy Practices and understand I should read it before signing this consent.**

- ✧ I understand that if I do not sign this consent form agreeing to what is in the Notice of Privacy Practices, WCA, Inc. cannot treat me and/or my child (ren).
- ✧ WCA, INC. reserves the right to change its privacy practices. In this case, all current or revised Notices of Privacy Practices may be obtained from WCA, Inc.'s Privacy Officer.
- ✧ I have a right to request (in writing) a restriction of how my PHI is used or disclosed to carry out treatment, payment, or healthcare operations. WCA, Inc. is not required to agree to the restrictions that I may request. However, if WCA, Inc. agrees to a restriction that I request, the restriction is binding on WCA, Inc. Additionally, I understand that I have the right to revoke this consent, in writing, at any time.
- ✧ My PHI means health information, including demographic information, collected from me and created or received by my physician or health plan. This PHI relates to my past, present or future physical or mental health or condition and identifies me or my child.

Signature of client,
parent or legal guardian

Date

Witness

Client's Name

Copy given to Client or Parent/Legal Guardian



Woodhaven Counseling Associates, Inc.
CURRENT PROBLEM CHECKLIST -- ADULT

NAME: _____ AGE: _____ DATE: _____

Because people experience a wide range of difficulties, the checklist covers many possible problems. Although many of them may not apply to you, please take your time in completing the checklist. This information is very valuable in helping your counselor provide better service to you.

During the past month if you have experienced a problem, circle the "Y." If you have not had the problem during the past month, circle "N."

- Y N Lack of energy...easily tired, fatigued/physically tired often
- Y N Poor concentration/memory ...can't pay attention/easily distracted/mind goes blank/can't remember
- Y N Cannot make decisions...can't figure out what to do as well as I could before
- Y N Loss of interest...don't care about things like I used to
- Y N Feeling depressed ...feeling blue/low/or down much of the time

- Y N Hopelessness ...things just will not work out right in the future/trapped
- Y N Crying episodes ...crying easily/wrong time/can't stop crying at times•
- Y N Poor appetite...don't eat enough/don't want to eat
- Y N Sleep problems...difficulty going to sleep or staying asleep/nightmares/difficulty in waking up
- Y N Suicidal thoughts ...wanting to die/sometimes would rather be dead than alive

- Y N Angry or irritable ...feel like I want to hurt someone/smash, break things/easily upset/touchy
- Y N Restless...can't sit still for long
- Y N Periods of feeling lots of energy...hyper /driven/elated/giddy/can accomplish anything
- Y N Quick to argue...unusually irritable for days at a time/wanting to fight
- Y N Difficulty controlling my actions...acting too quickly/not thinking things through

- Y N Tense or anxious...too worried or keyed up about various things
- Y N Fear of failure...at school, work/feel unable to succeed
- Y N Panic episodes ...become terrified/overwhelmed/very frightened
- Y N Intruding thoughts ...can't stop thinking about something or someone
- Y N Repeated actions ...need to keep checking on something/need things to be in order

- Y N Having experienced or witnessed an event involving actual or threatened death/serious injury
- Y N Experiencing recurrent distressing or unwanted dreams/images/thoughts/perceptions

- Y N Every day worrying about gaining weight or becoming fat/family or friends commented about weight loss
- Y N Vomited or felt the urge to vomit after eating too much
- Y N Have used laxatives more than once in the past month

Please continue on the back page

CURRENT PROBLEM CHECKLIST – Page 2

During the past month if you haven't experienced a problem, circle the "Y." If you have not had the problem during the past month, circle "N."

- Y N Physically injured yourself on purpose or otherwise tried to harm yourself
- Y N Feeling inferior or easily hurt...others seem unfriendly/don't understand me
- Y N Feeling fearful or suspiciousness ...fear something bad will happen/can't trust others/need to be on guard
- Y N Loss of control...feel like someone, something is controlling my mind
- Y N Needing to be punished...feel like my sins are unpardonable
- Y N Distortions...seeing, hearing, feeling things that are not real

- Y N Self-conscious...with others/very uncomfortable when people watch me
- Y N Loneliness...feeling like no one cares about me
- Y N Feelings of regret...ashamed/guilty/feel like a "bad" person
- Y N Bad habits...keep doing things that could cause a serious problem
- Y N Unrealistic fears ...afraid of things or people I know won't hurt me

- Y N Chronic pain...headaches/stomach problems/beck pain or other physical problems
- Y N Heart problems...pounding/skipping beats/painful/racing
- Y N Hot - cold flashes ...sweating/chills not related to air temperature
- Y N Dizziness/tingling/numbness ...fainting/fear of falling over/things spinning
- Y N Sexual problems...having feelings or actions not as they should be/having "bad" habits

- Y N Have you ever felt you should cut down on your drinking or drug use?
- Y N Have other people annoyed you by criticizing your drinking or drug use?
- Y N Have you ever felt guilt about your drinking or drug use?
- Y N Have you ever taken a drink in the morning to steady your nerves or get rid of a hangover?

Check if you have received any of the following services and explain below:

- | | |
|---|---|
| <input type="checkbox"/> - Psychiatric or psychological evaluation | <input type="checkbox"/> - No mental health services whatsoever |
| <input type="checkbox"/> - Drug or alcohol evaluation | <input type="checkbox"/> - Counseling or psychotherapy |
| <input type="checkbox"/> - Evaluation or treatment for gambling | <input type="checkbox"/> - Drug or alcohol treatment |
| <input type="checkbox"/> - Evaluation, treatment or class for anger control | <input type="checkbox"/> - Psychiatric hospitalization |
| <input type="checkbox"/> - Employee Assistance Program (EAP) counseling | <input type="checkbox"/> - Marital/family counseling |

Date From/To	Hospital or Therapist Name	Reason for Service
_____	_____	_____
_____	_____	_____
_____	_____	_____

Thank You



Woodhaven Counseling Associates, Inc.

12001 Q Street • Omaha NE 68137

Voice: 402 592-0328 • Fax: 402 592-4170 • Email: wca@woodhavencounseling.com

Authorization for Release of Information

My Name (Client): _____ **My Date of Birth:** _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

I authorize _____ **to communicate with the following person/organization:**

Name: _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Phone: _____ **Fax:** _____

I Authorize the Information Release in order to:

- Receive Information from WCA, Inc. Provide Information to WCA, Inc. Both Receive and Provide Information

The specific type and amount of information to be used or disclosed is as follows (include dates where appropriate):

- | | |
|---|--|
| <input type="checkbox"/> Complete records | <input type="checkbox"/> Lab results/x-ray reports |
| <input type="checkbox"/> Admission or discharge summaries | <input type="checkbox"/> Communication related to care and treatment |
| <input type="checkbox"/> Behavioral assessments and/or progress notes | <input type="checkbox"/> History/Physical exam (H&P report) |
| <input type="checkbox"/> Consultation reports | |
| <input type="checkbox"/> Psychological or psychiatric evaluation(s) | |
| <input type="checkbox"/> Other: _____ | |

I understand that the information in my or my child's health record may include information relating to sexually transmitted disease, acquired immunodeficiency syndrome (AIDS) or human immunodeficiency virus (HIV). It may also include information about behavioral or mental health services and treatment for alcohol and drug abuse.

This Release is for the purpose of:

- Ongoing communication for treatment provided by Woodhaven Counseling Associates, Inc.
 Other _____

I understand that I have a right to revoke or cancel this authorization at any time by sending a letter to the Privacy Officer of WCA, Inc.. If I do this, it will prevent any releases after the date it is received but can not change the fact that some information was sent or shared before that date. I understand that the revocation will not apply to my insurance company when the law provides my insurer with the right to contest a claim under my policy.

I understand and agree that this Authorization will be valid and in effect until _____ (or up to one year from date below if not specified) unless I choose to revoke it. I understand that after that date, no more information can be used or released to or from WCA, Inc. unless I sign a new Authorization like this one.

I understand that authorizing the disclosure of this health information is voluntary. I can refuse to sign this authorization. I need not sign this form in order to assure treatment. I understand that I may inspect or copy the information to be used or disclosed. I understand that any disclosure of information carries with it the potential for an authorized re-disclosure and the information may not be protected by federal confidentiality rules.

Signature of Client

Signature of Parent/Guardian/Authorized Legal Representative

Date