

**Ronald L. DeLong, Ph.D. &
Associates, LLC**

CLIENT HANDBOOK

Ronald L. DeLong, Ph.D. & Associates, LLC

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Client Handbook

Dear Ronald L. DeLong, Ph.D. & Associates Client,

Welcome to Ronald L. DeLong, Ph.D. & Associates, LLC. Your decision to take advantage of treatment services was certainly a serious and important decision, and most likely not an easy one. We sincerely hope and expect that our professional staff will help you reach your goals.

This handbook covers several important areas including:

- General information
- Treatment benefits and risks
- Fees and payment expectations
- Client accountability for treatment process

In addition to this handbook, you will be asked to sign a Consent for Treatment form indicating that you understand this information and give Ronald L. DeLong, Ph.D. & Associates, LLC the permission to provide treatment services.

Please read you handbook and other information carefully, and ask questions of Ronald L. DeLong, Ph.D. & Associates, LLC staff. Our professional staff are always glad to address concerns and provide information. We want you to be thoroughly informed knowledgeable, and comfortable with all aspects of your treatment.

Best wishes in reaching your personal goals.

Sincerely,

Ronald L. DeLong, Ph.D., P.C.C., C.C.C.J.S.

GENERAL INFORMATION

Hours: The following schedule shows days and times in which in our office is open. However, therapists may schedule appointments at other times to meet the special needs of individual clients and groups.

Monday 9:00 AM - 6:00 PM

Tuesday 9:00 AM - 6:30 PM

Wednesday 9:00 AM - 6:30 PM

Thursday 9:00 AM - 6:30 PM

Friday 9:00AM- 5:00PM

Appointments: Counseling appointments must be made in advance. This includes both individual and group appointments. Your appointment time is reserved for you, so please make sure you are on time for your counseling appointment. The only reason a counseling appointment is interrupted or cancelled is for an emergency.

Canceling Appointments: If you need to cancel your schedule appointment, we ask that you call at least 24 hours in advance so that we can schedule another client in your place. Failure to show for an appointment, individual or group, will result in a “no show” fee which is the total amount of your session.

Occasionally a group or individual session may be cancelled by the counselor for reason such as personal emergency or weather. All attempts will be made to reach you in advance of these situations. Please inform your counselor if your address or phone number is changed to facilitate this process.

Emergencies: During regular business hours, your therapist may be available to handle client emergencies. After business hours and on weekends and holidays, emergencies are handled through an on-call provider that may be accessed through your nearest hospital emergency room. Please make yourself aware of your nearest on-call provider in advance.

Messages: When you call Ronald L. DeLong, Ph.D. & Associates, LLC after hours you will need to leave a message on the answering machine, and your call will be returned. Please specify if your call is an emergency.

TREATMENT BENEFITS AND RISKS

We expect that the services you receive here will result in some very measurable benefits for you. The benefits of treatment often include increased self-esteem and self-control, renewed awareness and commitment to core beliefs and values, enhanced decision-making and problem-solving ability, healthier lifestyle and relationships, and a better sense of personal direction and motivation.

There are also some potential risks involved with treatment. You may experience intense feelings of sadness, anger, fear, guilt, or anxiety as you explore and discuss the reasons that brought you here. It is important to remember that these feelings are often a normal and important part of the treatment process. Also, major life decisions and changes are sometimes made as a result of treatment, including tough decisions regarding relationships, careers, and lifestyles. These decisions may cause some anxiety for you and your loved ones at the time, even though they are often a positive and legitimate outcome of treatment.

Some commonly prescribed medications can also have expected or unexpected negative side effects, although many times these can be alleviated with little difficulty. Please inform us immediately if you experience side effects from medication.

Early termination of treatment services or refusal of recommended services can carry some risks, in that you may not have received the full benefit of treatment and may not be fully prepared to make important decisions. The termination of treatment can be a difficult process and can result in feelings of loss as you take on more responsibilities. However, termination of treatment in itself can be a constructive, useful process when planned in advance and discussed thoroughly.

Only you can determine whether the treatment you are receiving is beneficial to you. Your level of motivation, your investment of time and energy, and your willingness to work hard in treatment can all influence the benefits you receive. Please make sure you fully discuss treatment benefits and risks with our staff.

FEES AND PAYMENT OPTIONS

Our fees will be thoroughly explained to you, and you will be expected to make regular payments in order to keep your account current. Following are Ronald L. DeLong, Ph.D. & Associates, LLC fees:

Evaluation fee: <u>\$500.00 -- \$2500.00</u>	Your co-pay: <u>\$500.00 - \$2500.00</u>
Group session fee: <u>\$40.00</u>	Your co-pay: <u>\$40.00 or per insurance</u>
Individual session fee: <u>\$125.00</u>	Your co-pay: <u>\$125.00 or per insurance</u>
Workbook fee: <u>\$90.00</u>	Your co-pay: \$90.00 (includes all workbooks and notebooks)

If you are experiencing financial hardships at any time during services, please inform your officer and counselor immediately. Some insurance programs can be utilized. Please inquire during your initial assessment.

Three consecutive weeks of non-payment on your account, unless otherwise approved, will result in removal from any treatment program with Ronald L. DeLong, Ph.D. & Associates, LLC.

CLIENT ACCOUNTABILITY FOR TREATMENT PROCESS

3 STRIKES POLICY

The 3 Strikes Policy is an effort to enforce client accountability in the treatment process. Three strikes will result in the removal from any treatment program with Ronald L. DeLong, Ph.D. & Associates, LLC, and officers will be kept informed of the client's treatment compliance level. Three strikes can be given for the following infractions:

Non-compliance for homework for 3 weeks

Three unexcused absences

Lack of participation in group preceded by 2 verbal warnings from the counselor

Violation of treatment contract (for example, unauthorized contact with victim)

Three weeks of non-payment unless otherwise approved by counselor