

JESSICA ACKER LPC INC
12321 TIERRA HUMEDA
EL PASO TX 79938
915-691-7130

Signature _____.

Client Information and office policies

Welcome to Jessica Acker LPC business office hours are Monday through Friday 9:00 am-6:00pm by appointment only. Appointments are made on individual basis and appointment times may vary. Cooperation with the following is asked:

- Keep all scheduled appointments or give at least 24 hour notice of cancellation.
- Private Insurance Clients: If you have 3 or more No Shows (this includes no 24hr notice of cancellation given or just not show the case will be closed).
- Payment is due at time of service, a \$50 charge will be accessed for no show appointments and late cancellations including those less than 24 hours in advance.
- Any client showing up more than 10 minutes late will be rescheduled and recorded as a no show appointment and charged accordingly.

This office maintains a record as a confidential document, but part or all of it may be shared outside of the Agency under the following circumstances:

- When you give consent in writing for the release of information.
- When the record is subpoenaed by court.
- When alleged physical or sexual abuse, and/or neglect of a child is involved, (Texas Statue)
- When there is danger or harm to yourself or others, (per Texas Statue)
- If you were referred by an agency with legal authority to receive reports of whether or not, you keep your appointment and what progress you are making.
- If you are a minor and it is the judgement of the therapist that parents need certain information in order to carry out their duty as parents, or if keeping information from parents would interfere with you getting the help you need.

As a client, you have the following rights:

- You and your family have the right to an appropriate plan by qualified staff. You and your family have the right to know the qualifications and training of persons in charge of your treatment.
- You have the right to request another therapist and be informed of any changes involved in your treatment.
- You and your family have the right to a treatment plan to help you reach your goals in therapy.
- To receive service for martial therapy does not guarantee marriage will not end in divorce.
- You have the right to see your records for the purpose of ensuring their accuracy.
- You have the right to request the presence of a third party at your therapy sessions.
- To receive treatment for a child, the parent or persons requesting services need to have legal custody of the child.
- If the child was involved in a custody arrangement, a copy of the current relevant order must be kept on file.

Our office staff has the right to be treated courteously by you. The following activities can result is discontinuation of service:

- Violent behavior towards staff, other clients. Family members or towards office equipment, belongings, or area.
- Creating an atmosphere that is perceived as threatening, by conducting yourself in the following manner but not exclusive to these behaviors; cursing, profane language, sexual references that make others uncomfortable, implication of harm, slamming objects or body in anger, yelling or screaming at others or harming self or making threats to do so.
- Harassment of staff during or after visit.
- Being in this office under the influence of mind altering substances, which may render a client irrational or not in a mental state conducive to therapy. This can include prescription medications.
- Overt sexual acts, advances, or threats to staff or other clients.

Client or responsible Party Signature: _____ Date _____