



**SERVICE AGREEMENT / CONSENT FOR TREATMENT**  
*Staff Practice*

The Family Institute at Northwestern University is committed to strengthening and healing families from all walks of life through clinical service, education and research. The Family Institute offers a wide range of high quality behavioral health care through our staff practice and sliding-fee-scale clinic.

Each location's hours are by appointment only. Please be aware that children under 12 years old cannot be left alone in waiting rooms. If your children are not participating in your session, please plan for their care.

**TERMS OF AGREEMENT:**

- I. **SERVICES:** Services may include, but are not limited to: family, couple, individual and group therapy, as well as psychological testing, school consultation and other diagnostic services as recommended by the clinician. Services may also include the participation of parents/guardians and other significant family members, when appropriate. You or your clinician may suggest other kinds of services (non-direct) outside the scope of normal therapy that would be billable separately such as school visits, court appearances, phone consultations, writing or reviewing letters, reports, etc. Recommendations for treatment are first discussed with and approved by clients. Family Institute clinicians working with multiple members of the family in different modalities (e.g., individual, couple or family therapy) will, with your consent, consult with each other and share information in order to provide effective and coordinated care. Information provided by those participating in couple or family therapy is shared among members participating in that type of treatment. Within our clinic, treatment length will be evaluated based on progress towards mutually agreed upon goals for therapy.

\_\_\_\_\_ (Client initials)

- II. **ELECTRONICALLY FACILITATED PSYCHOTHERAPY:** Your clinician may provide one or more forms of electronically facilitated therapy, including teletherapy or a therapeutically oriented email exchange. At this time, insurance companies do not provide coverage for these services and clients are expected to pay the clinician's regular fee. Before electronically mediated psychotherapy can be initiated, your clinician will conduct an in-person assessment and review limits, if any, to ensure your confidentiality.

\_\_\_\_\_ (Client initials)

- III. **FEES & INSURANCE:** Clients are expected to pay all fees and co-payments at the time of service.



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If clients become delinquent in payment of fees, The Family Institute may suspend or terminate treatment. Unpaid bills are turned over to collection after an appropriate attempt to collect.

\_\_\_\_\_ (Client initials)

Regarding Use of Insurance: Clients are responsible for contacting their insurance companies and understanding their insurance benefits prior to the first session. Not all therapists at The Family Institute are providers for all health insurance plans. Charges for services not covered by insurance, e.g., co-payments, deductibles, uncovered and ineligible services and all charges for services provided over the maximum allowable benefit for the year, are the client’s responsibility. We encourage clients to contact member services regarding their benefits prior to the first session so they are aware of what may or may not be covered.

Please be aware that if your mental health benefits are covered through another carrier, such as United Behavioral Health, Magellan, ComPsych or Value Options, etc., The Family Institute is NOT considered in-network, and BCBS PPO rates do not apply.

Fees for Staff Therapy: Your fee will be \$\_\_\_\_\_ for the initial session/assessment; and \$\_\_\_\_\_ per session thereafter.

\_\_\_\_\_ (Client initials)

Fees for services (non-direct) outside the scope of normal therapy are billable separately at the clinician’s regular fee. These may include school visits, court appearances, phone consultations, writing or reviewing letters, reports, etc. These charges are not typically reimbursed by insurance. It’s recommended that you discuss with your therapist his/her approach to handling such charges, and the type of non-direct services that are likely to occur during the course of your work together.

\_\_\_\_\_ (Client initials)

IV. APPOINTMENT CANCELLATION POLICY: Charges apply for psychotherapy appointments canceled (or changed) with less than 24 hours’ notice. Extenuating circumstances are considered when appropriate. Insurance benefits do not cover cancellation charges.

\_\_\_\_\_ (Client initials)



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V. **CONTACTING CLINICIANS:** Clients may leave confidential messages for their clinicians on the voice mail system of The Family Institute at any time. The Family Institute does not provide after hours or emergency services. For after hour communication with your clinician, please leave an email or voicemail message. In case of emergencies, please call 9-1-1 or go to the emergency room.

\_\_\_\_\_ (Client initials)

VI. **COMMUNICATIONS:** Periodically, The Family Institute sends news and updates on its various programs and activities. You will receive eNewsletters, helpful Tips of the Month, donor stewardship materials and invitations from The Family Institute. If at any time you wish to stop receiving these communications, please send written communication to the Privacy Officer of The Family Institute, 618 Library Place, Evanston, IL 60201 or click "Unsubscribe" in the footer of any received email.

VII. **AUDIO AND VIDEO RECORDING:** Staff clinicians may wish to record sessions. **Audio and video recordings are considered protected health information and will not be released or shown without consent. Once they have been reviewed, they are deleted.**

I/We grant permission to The Family Institute to make video and/or audio tape recordings with me/us and my/our family for *supervision or clinical consultation*. I/We will always be notified when tapes are being made, and I/we may refuse video and/or audio taping of interviews at any time.

\_\_\_\_\_ (Client initials)

Client does not consent to recording

I/We grant permission to The Family Institute to make video and/or audio tape recordings with me/us and my/our family for *instruction and teaching*. I/We will always be notified when tapes are being made, and I/we may refuse video and/or audio taping of interviews at any time.

\_\_\_\_\_ (Client initials)

Client does not consent to recording

VIII. **FOID MENTAL HEALTH REPORTING REQUIREMENT:** As per Illinois Firearm Concealed Carry Act, all physicians, clinical psychologists and qualified examiners are required to notify the Department of Human Services (DHS) within 24 hours of determining a person to be a Clear and Present Danger to themselves or



