

Life Connections Counseling

9111 Cross Park Drive Suite D200
Knoxville, TN 37923
865-470-4270



Consent and Services Agreement

About Services:

The services provided include individual counseling sessions, family counseling sessions, marriage counseling sessions and services for children. Sessions vary from 45 minutes- 55 minutes. Referrals and recommendations will be provided for services that are not provided by the clinician.

Confidentiality:

All communications and records are held in strict confidence. Information may be released, in accordance with state law, when (1) the client signs a written release indicating consent to release; (2) the client expresses serious intent to harm self or someone else; (3) there is reasonable suspicion of abuse against a minor, elderly person, or dependent adult; (4) to acquire payment for services or for billing purposes, or (5) a subpoena or court order is received directing the disclosure of information. To protect your privacy to the greatest extent of the law, it is our policy to assert either (a) privileged communication in the event of #5 or (b) the right to consult with clients, if at all possible, before mandated disclosure in the event of the stated above.

Electronic Communication:

Electronic communications will be used during services and are confidential. If you prefer not to use this form of communication we will honor this request.

Scheduling Appointments:

Appointments can be scheduled by you through www.therapyportal.com/p/lifeconnectionsounseling/. After your first session an email with a link to the website will be sent to you.

Appointment Reminders:

Appointment reminders will be emailed to the email address you provide. Please add www.appointmentreminders@therapyportal.com to avoid your spam filters from preventing these emails to be delivered.

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Financial:

Co-payments and deductibles which are required by insurance carriers will be required at the time that services are rendered. Cash, check, or debit/credit cards are accepted. There is a 2.5% convenience fee which will be applied to all debit/credit card transactions.

Cancelled/Missed Appointments:

In efforts to provide services for as many clients as possible, there is a commitment that both counselors and clients honor. If an appointment is cancelled/rescheduled within 24 hours of the appointment there will be a **\$45** charge for the cancelled/rescheduled appointment. If there is an outstanding charge for a late cancellation/missed appointment, the outstanding balance will need to be paid prior to scheduling another appointment.

Waiting List:

There is an ongoing list for clients who need an appointment. Please notify your counselor if you would like to be put on the waiting list. The waiting list will be utilized when there are cancelled appointments.

Communication:

Office number is 865-470-4270, messages will be checked throughout the day. For more immediate response you may email us at info@lifeconnectionsnox.com (all email correspondence are confidential and HIPPA compliant). **If there is an emergency, please contact Mobile Crisis at 1-866-791-9224 or 865-522-3127 for assistance. If your crisis is more urgent, please contact 911 or go to your local emergency room.**

Work/School Notes:

Work/School notes will be provided for appointments during conflicting times. Please be sure to request your note prior to leaving from the appointment.