ADVANCED PAIN CARE

INFORMATION, CONSENT AND AGREEMENT FOR TELE-THERAPY SERVICES

Name: _____ **Date of Birth:** _____

TELE-THERAPY EXPECTATIONS:

I understand that, in general, the goal of counseling is to help me learn to cope independently with my chronic pain and the demands of life and that, depending on the needs of the individual, the length of counseling varies. I am aware certain effects are possible when engaging in the counseling process—such as increased stress, emotional discomfort and the disruption of current interpersonal and family relationships. I have the right to terminate counseling at any time for any reason and understand that referrals to other providers will be provided by the therapist upon request. **It is strongly recommended that any decision to terminate counseling or to switch to another provider be discussed with the therapist.** I hereby consent to engage in tele-therapy services. I understand that tele-therapy includes consultation, treatment, transfer of medical data, emails, telephone conversations and education using interactive audio, video, or data communications. I understand that tele-therapy also involves the communication of my medical/mental information, both orally and visually. I understand that I have the following rights with respect to tele-therapy: The laws that protect the confidentiality of my medical information also protect tele-therapy, including, but not limited to, the possibility, that the transmission of my information could be disrupted or distorted by technical failures; the transmission of my information could be interrupted by unauthorized persons; and/or the electronic storage of my medical information could be accessed by unauthorized persons despite using software that is HIPAA compliant. In addition, I understand that teletherapy based services and care may not be as complete as face- to-face services.

THERAPEUTIC RELATIONSHIP:

The relationship between therapist and client is the container through which client change can take place. As such, it is often one in which close emotional bonds develop. It is also a professional relationship, in which appropriate boundaries must be maintained. For the most part, the therapeutic relationship begins and ends at the therapy office. Although this is sometimes difficult to understand, it is a necessary requirement for maintenance of the therapeutic environment. As such, your therapist cannot be expected to be involved in a social relationship or friendship of any kind that exists outside of the therapy room.

THERAPIST ORIENTATION AND CREDENTIALS:

There are many different approaches to the therapeutic process. Your therapist will work with you to provide you with the most appropriate interventions for your particular issue(s) and goals. Our therapists use a variety of therapeutic modalities, including but not excluding, EMDR, hypnosis, ACT, and CBT. Please discuss any concerns you have regarding your treatment with your therapist at any time during the process. All of the therapists go through a rigorous screening process. We are committed to selecting the most qualified therapists.

CLIENT RESPONSIBILITY:

I understand that my counseling session is reserved exclusively for me, and this Agreement represents a commitment on my part to take an active role in my therapy. Therefore, I agree to the following:

- **Appointments**
  - Each therapy session will be **20-60** minutes in length. Different appointment types will be discussed with you.
- **Fee/Payment**
  - Payment is due at the time of service
  - If payment cannot be made for the current appointment, arrangements must be made for payment to occur by the end of the following appointment.
  - If payment for the current appointment is not made by the end of the day of the following appointment, sessions may be suspended until payment is made.
  - If more than one session has been without payment, termination or suspension of services may result.

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- **Punctuality**
  - I will arrive promptly at the scheduled time.
  - In the event I know I will be late for an appointment, I will notify APC's Behavioral Health Services.
  - If I am late for an appointment, I agree that the session will end at the regularly scheduled time.
  - If the therapist is late, I will be provided the full session.
- **Missed Appointments**
  - If I am unable to keep a scheduled appointment, I will notify APC's Behavioral Health Services **24 hours** in advance (512.244.4272)

CONFIDENTIALITY: APC is a multidisciplinary practice. BH providers have full access to your medical records, and the medical staff has full access to the BH records. Nevertheless, if you have a history of substance abuse disorder, that information will not be included in your medical records without additional consent. The therapist will follow all applicable laws, rules, regulations, guidelines and codes of ethics and conduct concerning your privacy relating to the therapist and the client/therapist relationship in connection with counseling sessions and records. You should be aware, however, that there are exceptions to your expectation of privacy with regard to the counseling sessions and records of those sessions with the therapist. Those exceptions include certain situations where the therapist may be obligated to disclose such information, including instances:

- Involving abuse or neglect of minors or risk to minors
- Involving abuse, neglect, or exploitation of elderly or disabled persons
- Involving abuse, neglect, or illegal, unprofessional, or unethical conduct in an inpatient mental health facility, a chemical dependency treatment facility, or hospital providing comprehensive medical rehabilitation services
- Involving sexual exploitation by mental health services provider or clergy person
- Involving abuse or neglect in nursing facility
- When the client presents a danger to self or others
- Involving certain audits of APC Behavioral Health Services or its program
- Involving a therapist's or other mental health services provider's improper conduct

Worker's Compensation – If there is a worker compensation claim, your insurance has access to your records relating to your diagnosis and treatment of the work related injury.

There may be other situations when APC's Behavioral Health Services or therapist may disclose such information without a court order, subpoena or your consent. By signing below, you acknowledge that you understand that your expectation of privacy is limited and that client/therapist communications and therapist records may be disclosed to third parties. You also agree that information regarding billing may be shared with a third party (such as insurance billing administrators and bill collectors) and that your case may be discussed with a program supervisor or treatments team, including the referring and/or treating physician. Advanced Pain Care's Behavioral Health Services uses a team approach to therapy and information is shared among staff therapist and the supervisor as appropriate to ensure professional quality. However, confidentiality standards are observed by the entire APC's Behavioral Health Services staff.

AFTER HOURS PROCEDURES

If you need to contact your therapist outside of the therapy session, you may do so by leaving a message for him or her through the Advanced Pain Care main number at 512-244-4272 (Austin locations), 806-350-7918 (Amarillo locations), or 254-741-6641 (Waco/Killeen locations). IF YOU ARE IN A CRISIS, PLEASE CALL THE 24-HOUR HOTLINE AT 512.472.HELP or 911. If you are outside of the Travis County area, you can also call 988 (National Suicide Prevention Lifeline) or contact the Crisis Text Line by texting HOME to 741741. We are not a crisis facility.

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GRIEVANCE PROCEDURE OR COMPLAINTS AGAINST A THERAPIST:

The therapist will provide services in a professional manner consistent with all applicable laws, rules, regulations, guidelines and codes of ethics and conduct concerning the therapist and the client/therapist relationship. Any dissatisfaction with services or other complaint should be discussed with the therapist or the therapist supervisor. If you do not believe, your complaint was handled in a satisfactory manner, please contact:

Texas Behavioral Health Executive Council (BHEC)
Attn: Enforcement Division
1801 Congress Ave. Ste 7.300
Austin, Texas 78701
Enforcement@bhec.texas.gov

The relationship between the therapist and the client is considered a professional one. The therapist's professional code of ethics prohibits any other relationship between the therapist and the client, including any non-counseling activity initiated by either the therapist or the client for the purpose of establishing a non-therapeutic relationship, such as social contact.

ARTIFICIAL INTELLIGENCE (AI) DOCUMENTATION NOTICE: Our practice uses artificial intelligence (AI) technology within our electronic health record (EHR) system to assist with administrative and clinical documentation, including the dictation and transcription of office visits.

AGREEMENT:

By signing below, I acknowledge that I have read, understood and agree to everything in this Agreement, and authorize payment to APC's Behavioral Health Services. I also authorize APC's Behavioral Health Services to release any information necessary to process my insurance claims or other billing to their agents.

_____ _____
Client Signature Date

_____ _____
Client Name Date

ADVANCED PAIN CARE

PATIENT HEALTH QUESTIONNAIRE – 9 (PHQ-9)

Patient Name: _____ **DOB:** _____

Over the last 2 weeks, how often have you been bothered by the following problems?

(Use "✓" to indicate your answer)	**Not at all**	**Several days**	**More than half the days**	**Nearly every day**
1. Little interest or pleasure in doing things	☐ 0	☐ 1	☐ 2	☐ 3
2. Feeling down, depressed or hopeless	☐ 0	☐ 1	☐ 2	☐ 3
3. Trouble falling or staying asleep, or sleeping too much	☐ 0	☐ 1	☐ 2	☐ 3
4. Feeling tired or having little energy	☐ 0	☐ 1	☐ 2	☐ 3
5. Poor appetite or overeating	☐ 0	☐ 1	☐ 2	☐ 3
6. Feeling bad about yourself or that you are a failure or have let yourself or your family down	☐ 0	☐ 1	☐ 2	☐ 3
7. Trouble concentrating on things, such as reading the newspaper or watching television	☐ 0	☐ 1	☐ 2	☐ 3
8. Moving or speaking so slowly that other people could have noticed? Or the opposite – being so fidgety or restless that you have been moving around a lot more than usual	☐ 0	☐ 1	☐ 2	☐ 3
9. Thoughts that you would be better off dead or of hurting yourself in some way	☐ 0	☐ 1	☐ 2	☐ 3

If you checked off any problems, how difficult have these problems made it for you to do your work, take care of things at home, or get along with other people?

☐ **Not at all** ☐ **Somewhat Difficult** ☐ **Very Difficult** ☐ **Extremely Difficult**

For office coding: _____ + _____ + _____ + _____ ***Total Score:*** _____

ADVANCED PAIN CARE

GAD 7

Patient Name: _____ **DOB:** _____

Over the last 2 weeks, how often have you been bothered by the following problems? *(Use "✓" to indicate your answer)*	**Not at all**	**Several days**	**More than half the days**	**Nearly every day**
1. Feeling nervous, anxious or on edge	☐ 0	☐ 1	☐ 2	☐ 3
2. Not being able to stop or control worrying	☐ 0	☐ 1	☐ 2	☐ 3
3. Worrying too much about different things	☐ 0	☐ 1	☐ 2	☐ 3
4. Trouble relaxing	☐ 0	☐ 1	☐ 2	☐ 3
5. Being so restless that it is hard to sit still	☐ 0	☐ 1	☐ 2	☐ 3
6. Becoming easily annoyed or irritable	☐ 0	☐ 1	☐ 2	☐ 3
7. Feeling afraid as if something awful might happen	☐ 0	☐ 1	☐ 2	☐ 3

(For office coding: Total Score T____ = ____ + ____ + ____

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ADVANCED PAIN CARE

Pain Catastrophizing Scale

Patient Name: _____ **DOB:** _____

Everyone experiences painful situations at some point in their lives. Such experiences may include headaches, tooth pain, joint or muscle pain. People are often exposed to situations that may cause pain such as illness, injury, dental procedures or surgery.

Instructions:
We are interested in the types of thoughts and feelings that you have when you are in pain. Listed below are thirteen statements describing different thoughts and feelings that may be associated with pain. Using the following scale, please indicate the degree to which you have these thoughts and feelings when you are experiencing pain.

When I am in pain...

(Use "✔ to indicate your answer)	Not at all	To a slight degree	To a moderate degree	To a great degree	All the time
1. I worry all the time about whether the pain will end.	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4
2. I feel I can't go on.	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4
3. It's terrible and I think it's never going to get any better	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4
4. It's awful and I feel that it overwhelms me.	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4
5. I feel I can't stand it anymore.	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4
6. I became afraid that the pain will get worse	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4
7. I keep thinking of the other painful events.	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4
8. I anxiously want the pain to go away.	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4
9. I can't seem to keep it out of my mind.	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4
10. I keep thinking about how much it hurts	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4
11. I keep thinking about how badly I want the pain to stop.	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4
12. There's nothing I can do to reduce the intensity of the pain.	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4
13. I wonder whether something serious may happen.	☐ 0	☐ 1	☐ 2	☐ 3	☐ 4

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