



Office Policies

General Information Agreement

Informed Consent

CONFIDENTIALITY: All information disclosed within sessions and the written records pertaining to those sessions are confidential and may not be revealed to anyone without your written permission except where disclosure is required by law.

WHEN DISCLOSURE IS REQUIRED OR MAY BE REQUIRED BY LAW: Some of the circumstances where disclosure is required or may be required by law are: where there is a reasonable suspicion of child, dependent, or elder abuse or neglect; where a client presents a danger to self, to others, to property, or is gravely disabled; or when a client's family members communicate to Kevin that the client presents a danger to others. Disclosure may also be required pursuant to a legal proceeding by or against you. If you place your mental status at issue in litigation initiated by you, the defendant may have the right to obtain the session records and/or testimony by Kevin. In sessions involving couples and family, or when different family members are seen individually, even over a period of time, confidentiality and privilege do not apply between the couple or among family members, unless otherwise agreed upon. Kevin will use his professional judgment when revealing such information. Kevin will not release records to any outside party unless he is authorized to do so by all adult parties who were part of the family or couple sessions, or other sessions that involved more than one adult client, unless he is required by law. While I will do my best to seek your authorization to release the requested information regarding the content of our sessions from you first, in some situations a judge can order the release of the records of content from your sessions with me or may order me to testify in regard to our work together.

EMERGENCY: If there is an emergency during our sessions, or in the future after termination, where Kevin becomes concerned about your personal safety, the possibility of you injuring someone else, or about you receiving proper care, he will do whatever he can within the limits of the law, to prevent you from injuring yourself or others and to ensure that you receive the proper medical care. For this purpose, he may also contact the person whose name you have provided on the biographical sheet.

LITIGATION: Sometimes patients become involved in litigation while they are in sessions or after sessions have been completed. Sometimes clients (or the opposing attorney, in a legal case) want the records disclosed to the legal system. Due to the nature of the Internal Family Systems (IFS) sessions, hereinafter referred to as IFS, and the fact that it often involves making a full disclosure with regard to many matters, clients' records are generally confidential and private in nature. Clients should know that very serious consequences can result from disclosing records kept during sessions to the legal system. Such disclosures may negatively affect the outcome of custody disputes or other legal matters and may negatively affect the client/practitioner relationship. If you or the opposing attorney are considering requesting Kevin's disclosure of the records, Kevin will do his best to discuss with you the risks and benefits of doing so. As noted in this document, you have the right to review your own records anytime. (See also relevant section above: "WHEN DISCLOSURE IS REQUIRED OR MAY BE REQUIRED BY LAW")

CONSULTATION: Kevin consults regularly with other professionals regarding his clients; however, each client's identity remains completely anonymous and confidentiality is fully maintained.



E-MAILS, CELL PHONES, TEXTS, COMPUTERS, AND FAXES: It is very important to be aware that computers and unencrypted emails, texts, and e-fax communications (which are part of the records) can be rather easily accessed by unauthorized people and, hence, can compromise the privacy and confidentiality of such communications. Emails, texts, and e-faxes, in particular, are vulnerable to such unauthorized access due to the fact that servers or communication companies may have unlimited and direct access to all emails, texts and e-faxes that go through them. While data on Kevin's laptop is encrypted, emails, texts and e-faxes are not. It is always a possibility that e-faxes, texts, and emails can be sent erroneously to the wrong address and computers. Kevin's laptop is equipped with a firewall, a virus protection and a password, and he backs up all confidential information from his computer on a regular basis onto an encrypted hard-drive. Also, be aware that phone messages are transcribed and sent to Kevin via unencrypted emails. Please notify Kevin if you decide to avoid or limit, in any way, the use of email, texts, cell phones calls, phone messages, or e-faxes. If you communicate confidential or private information via unencrypted emails, texts or e-faxes or via phone messages, Kevin will assume that you have made an informed decision, will view it as your agreement to take the risk that such communication may be intercepted, and he will honor your desire to communicate on such matters. Please do not use texts, emails, voice mails, or faxes for emergencies.

RECORDS AND YOUR RIGHT TO REVIEW THEM: Both the law and the standards of Kevin's profession require that he keep records for at least 7 years. Please note that relevant information from emails, texts, and faxes are part of the session records. Unless otherwise agreed to be necessary, Kevin retains records only as long as is mandated by Arizona law. If you have concerns regarding the records, please discuss them with Kevin. As a client, you have the right to review or receive a summary of your records at any time, except in limited legal or emergency circumstances or when Kevin assesses that releasing such information might be harmful in any way. In such a case, Kevin will provide the records to an appropriate and legitimate mental health professional of your choice. Considering all of the above exclusions, if it is still appropriate, and upon your request, Kevin will release information to any agency/person you specify unless Kevin assesses that releasing such information might be harmful in any way. When more than one client is involved in sessions, such as in cases of couple and family sessions, Kevin will release records only with signed authorizations from all the adults (or all those who legally can authorize such a release) involved in the treatment.

TELEPHONE & EMERGENCY PROCEDURES: If you need to contact Kevin between sessions, please leave a message or text at (623)810-5138 and your call will be returned as soon as possible. Kevin checks his messages a few times during the daytime only, unless he is out of town. If an emergency situation arises, indicate it clearly in your message and if you need to talk to someone right away you may choose to call the Yavapai Crisis Line at 928-753-4242 or the Police: 911. Please do not use email or faxes for emergencies. Kevin does not always check his email daily.

PAYMENTS: Clients are expected to pay the standard fee of \$125 per 60 minute at the end of each session unless other arrangements have been made. Telephone conversations, site visits, writing and reading of reports, consultation with other professionals, release of information, reading records, longer sessions, travel time, etc. will be charged at the same rate, unless indicated and agreed upon otherwise. Please notify Kevin if any problems arise during the course of your sessions regarding your ability to make timely payments. Unless agreed upon differently, Kevin will provide you with a copy of your receipt on a monthly basis. If your account is overdue (unpaid) and there is no written agreement on a payment plan, Kevin Hickman can use legal or other means (courts, collection agencies, etc.) to obtain payment.



THE PROCESS OF IFS AND SCOPE OF PRACTICE: Participation in IFS can result in a number of benefits to you, including improving interpersonal relationships and resolution of the specific concerns that led you to seek help. Working toward these benefits, however, requires effort on your part. For IFS to be successful, it is required that you have a very active involvement during sessions, which includes honesty, and openness in order to change your thoughts, feelings, and/or behavior. Kevin will ask for your feedback and views on your session work, its progress, and other aspects of the work and will expect you to respond openly and honestly. Sometimes more than one approach can be helpful in dealing with a certain situation. During your sessions, remembering or talking about unpleasant events, feelings, or thoughts can result in you experiencing considerable discomfort or strong feelings of anger, sadness, worry, fear, etc., or experiencing anxiety, depression, insomnia, etc. Kevin may challenge some of your assumptions or perceptions or propose different ways of looking at, thinking about, or handling situations, which can cause you to feel very upset, angry, depressed, challenged, or disappointed. Attempting to resolve issues that brought you to Kevin in the first place, such as personal or interpersonal relationships, may result in changes that were not originally intended. IFS sessions may result in decisions about changing behaviors, employment, substance use, schooling, housing, or relationships. Sometimes a decision that is positive for one family member is viewed quite negatively by another family member. Change will sometimes be easy and swift, but more often it will be slow and even frustrating. There is no guarantee that IFS will yield positive or intended results. During the IFS sessions, Kevin is likely to draw on various approaches according, in part, to the problem that is being addressed and his assessment of what will best benefit you. These approaches include, but are not limited to, Internal Family Systems and/or Energy Medicine. Kevin is not a psychotherapist. Kevin is a Certified Internal Family Systems Practitioner and has been professionally certified through the IFS Institute. Kevin **provides neither custody evaluation recommendation** nor medication or prescription recommendation nor legal advice, as these activities do not fall within his scope of practice.

ENERGY MEDICINE

Kevin may also incorporate a non-sexual form of touch known as Energy Medicine, as part of the sessions. Sexual touch of clients by practitioners is unethical and illegal. Kevin will ask your permission before touching you and you have the right to decline or refuse to be touched without any fear or concern of a negative response or reaction from your practitioner. The touch will be limited to areas of the upper back, shoulders, neck, face, head, and arms.

Touch can be very beneficial but can also unexpectedly evoke emotions, thoughts, physical reactions, or memories that may be upsetting, depressing, evoke anger, etc. Sharing and processing such feelings with the practitioner, if they arise, may be a helpful part of your sessions. You may request not to be touched at any time during sessions without needing to explain it, if you choose not to, and without fear of a negative response or reaction from your practitioner.

TERMINATION: As set forth above, after the first couple of meetings, Kevin will assess if he can be of benefit to you. Kevin does not work with clients who, in his opinion, he cannot help. In such a case, if appropriate, he will give you referrals that you can contact. If at any point during sessions Kevin either assesses that he is not effective in helping you reach your goals or perceived you as non-compliant or non-responsive, and if you are available and/or it is possible and appropriate to do, he will discuss with you the termination of sessions. In such a case, if appropriate and/or necessary, he would give you a couple of referrals that may be of help to you. If at any time you want another professional's opinion or wish to consult with another practitioner, Kevin will give you a couple of referrals that you may want to contact, and if he has your written



consent, he will provide her or him with the essential information needed. You have the right to terminate your IFS sessions and communication at any time. If you choose to do so, upon your request and if appropriate and possible, Kevin will provide you with names of other qualified professionals whose services you might prefer.

SOCIAL NETWORKING AND INTERNET SEARCHES: I do not accept friend requests from current or former clients on social networking sites, such as Facebook. I believe that adding clients as friends on these sites and/or communicating via such sites can compromise their privacy and confidentiality. For this same reason, I request that clients not communicate with me via any interactive or social networking web sites.

AUDIO OR VIDEO RECORDING: Unless otherwise agreed to by all parties beforehand, there shall be no audio or video recording of sessions, phone calls, or any other services provided by Kevin.

CANCELLATION: Since the scheduling of an appointment involves the reservation of time specifically for you, a minimum of 48 hours (2 days) notice is required for re-scheduling or canceling an appointment. Unless we reach a different agreement, the full fee will be charged for sessions missed without such notification.

I have read the above Office Policies and General Information, Agreement for Services, and Informed Consent carefully (a total of 4 pages); I understand them and agree to comply with them:

Client's Name (print) _____

Signature _____ Date _____

Client's Name (print) _____

Signature _____ Date _____

IFS Practitioner's Name (print) _____

Signature _____ Date _____

Agent for Mind Body NRG, LLC