

Rene Laje, Ph.D., LICSW

Telephone: 301-455-4149

Fax: 301-576-1645

Client Information Pamphlet

This client Information Pamphlet provides information about the professional relationship between Dr. Laje and the client and sets forth the terms and conditions under which counseling services are provided for the client.

The Relationship Between Dr. Laje and the Client

Please review this Client Information Pamphlet carefully. After reading and understanding it, the client (or the client's authorized Personal Representative), will be asked to sign a form entitled "Consent for Purposes of Treatment, Payment, and Healthcare Operations" to acknowledge that the terms and conditions are acceptable to the client.

Confidentiality and Its Limits - Consent Agreement

Dr. Laje describes how counseling information about the client may be used and disclosed in her "Notice of Privacy Practices." Please review it carefully. After reading and understanding the Notice of Privacy Practices, the client or their Personal Representative will be asked to sign a form entitled "Consent for Purposes of Treatment, Payment, and Healthcare Operations."

The confidentiality of a client's protected health information that is transmitted by electronic and/or digital technologies, such as by email or cellular telephone, cannot be guaranteed. In order to protect a client's right to privacy of their personal information, Dr. Laje does not use electronic or digital technologies in the delivery of care. If a written electronic communication is received from a client or their representative, Dr. Laje will address that communication during the next appointment.

How to Reach Dr. Laje

Scheduling & Appointments

For scheduling appointments please call the office number (301) 455-4149, leaving your full name and phone number. You may also fax the scheduling information to the facsimile number indicated in Dr. Laje's letterhead or go online at **www.centerforcaregivers.com** and send secure email to these effects. Dr. Laje or her assistant will get back to you normally within 24 business hours.

Emergency

In the event of an emergency, please call 911 or go to the nearest emergency room. If an urgent matter requires Dr. Laje's consultation~ please contact her cell phone at 301-455-4149. Please leave a brief message, indicating the nature of your call, and the return phone number where Dr. Laje can reach you. Your call will be returned as soon as possible.

In the event that Dr. Laje is out of town, or otherwise unavailable, she will have another counselor covering her practice. The covering counselor's contact number will be available through her office voice mail or answering service during her absence.

Evaluation and Therapy Sessions

The ideal setting for treating, evaluating, and consulting on clinical matters is the traditional one-on-one setting. For this reason, Dr. Laje provides face-to-face treatment and consultation interventions at regularly scheduled appointments.

Each session has designated time limits, as indicated in the current Dr. Rene Laje Fee Schedule. For example, a one-hour therapy appointment includes a 50-minute meeting and 10 minutes for Dr. Laje to write case notes.

An Intake and Evaluation includes meeting time and development of treatment plan. Adult clients are seen, typically, for one to two 50-minute evaluation sessions before diagnosis and treatment are discussed.

Treatment options and their relative risks and benefits

Dr. Laje will discuss the client's condition, the recommended therapy, and the benefits and risks of the recommended therapy. Dr. Laje may prepare a written confirmation of the risk and benefit discussions and ask the client / client's representative to acknowledge their consent to the therapy she proposes by voluntarily signing a consent form entitled "General Consent Form for Treatment."

The right to withdraw

You have the right to discharge Dr. Laje at any time and for any reason. Dr. Laje has the right to withdraw from treating the client when and as permitted or required by social work ethics and state law.

Cancellation and Late Arrival Policy

If, for any reason, you are unable to meet for your appointment, you are responsible for calling to cancel at least 48 business hours prior to your scheduled time (e.g. you must cancel a Monday appointment by 6:00 PM on the prior Thursday). Failure to cancel within 48 hours will result in the client being charged for the appointment.

When an appointment date and time is offered to you well in advance of the actual date, please try to call within 24 hours to accept or reject the appointment time.

If you are late for a scheduled appointment, that time is lost from your session.

Billing and Payment Expectations

Payment is due at the time of service

Payment is due at the time services are rendered. Dr. Laje accepts cash, personal check or major credit cards (American Express, Visa, Master Card). Dr. Laje will provide a bill with the codes necessary for the insurance company to evaluate all claims.

Dr. Laje's fees are based on the amount of time that she spends in an effort to treat the client. Each session has designated time limits, as indicated in the current Dr. Rene Laje Fee Schedule. Dr. Laje's rates are adjusted approximately annually, so they may increase during the course of the engagement. In addition to fees for therapeutic services,

Dr. Laje also may charge for various costs, such as travel time as well as the following types of services: long distance and overseas telephone calls (when appropriate), messenger services, express postage, time spent preparing treatment plans/letters/reports on your behalf, and other costs incurred on behalf of the client.

Dr. Laje does not participate in Insurance Programs

To make it possible for Dr. Laje to spend more time on matters directly related to client care, Dr. Laje does not participate in any healthcare, managed care, or HMO insurance programs. Dr. Laje does not complete or submit claims to your insurance company. You are responsible for obtaining your own reimbursement from your insurance company. If your insurance company covers and authorizes reimbursement, they will pay you directly. To obtain any reimbursement that you may be eligible to receive, you will need to fill out the forms that your insurance carrier requires, and submit such forms to your insurance company along with Dr. Laje's bill. If your insurance company requires that Dr. Laje complete treatment planning forms to authorize your treatment, an administrative fee may be charged for the time spent completing the forms.

Prior Authorization From Your Insurance Carrier

If your insurance plan requires prior approval or authorization before an evaluation, please contact your plan directly to obtain authorization before we meet. Please note that most insurance plans base approval on the model used for adults~ typically covering just one initial evaluation session.

Updated and effective April 2009