

Hello,

Welcome to Lake Geneva Wellness Clinic, LLC! In addition to your bringing your insurance card and photo ID to your first appointment, we need you to complete 10 (11 if minor) forms. Below is a checklist of the forms to print, complete, and bring with you.

CHECKLIST – 10 (11 if minor) Forms to PRINT, COMPLETE, and BRING with you:

- 1. **Informed Consent and Client Rights Form** - This form explains informed consent and your rights as a client of Lake Geneva Wellness Clinic.
- 2. **Symptom Measure Form** - This form helps Lake Geneva Wellness Clinic understand what is bothering you.
- 3. **Intake Questionnaire Form** - This questionnaire helps us get to know you and describes your counseling goals so we can best serve you.
- 4. **ACEs Questionnaire** – This questionnaire helps to see if there were any adverse childhood experiences.
- 5. **Financial Policy** – This form explains our fee schedule and what you may be financially responsible for.
- 6. **Billing-Insurance Form** – This form is for insurance/billing information that will be used for financial purposes only.
- 7. **Appointment Reminder Form**
- 8. **HIPAA Privacy Practices Form** - This form describes the legal use and disclosure of client information.
- 9. **Receipt of HIPAA Privacy Practices Form** - The receipt acknowledges that you have received and understand the HIPAA form.
- 10. **Policy on Divorce and Custody** – Parents to fill out if client is a minor.
- 11. **Insurance Benefits Worksheet Form** - you will need to call your insurance company to complete this form on your mental health insurance benefits.

It is important these 10 (11 if minor) forms are completed and turned in at or before your first appointment. Please contact our office by calling (262) 248-7942 (Monday-Friday 9am - 3pm) or emailing lgwclinic@hushmail.com; should you have any questions or need assistance completing the forms. We are happy to help.

Please also refer to the **Insurance Benefits Worksheet Form** to verify your insurance benefits **BEFORE** your scheduled appointment

The Lake Geneva Wellness Clinic, LLC exists to help clients reach ideal mental wellness through counseling. We offer action oriented counseling. We believe you are unique, have the ability to change, and that you can achieve your goals. We are honored to be part of your journey. We look forward to seeing you soon.

FREE PARKING: Free parking is available to our clients *during their appointment* in the lot on the North side of the building. Turn off of Broad Street as if to use the alley and you will see a ramp immediately on your right. The “enter” gate should be up during hours that meters must be paid - after metered hours please use street parking.

**If the side door from the parking lot is locked, there is a secondary entrance at the front of the building. If that door is also locked please try to contact the clinic to let them know.

I look forward to meeting with you,

Lake Geneva Wellness Clinic, LLC

Professional Services and Clinic Policies

Psychological Services

Psychotherapy is not easily described in general statements. It varies depending on the personalities of the therapist and client and the particular problems you bring forward. There are many different methods we may use to deal with the problems that you hope to address. Psychotherapy is not like a medical doctor visit. Instead it calls for a very active effort on your part. In order for the therapy to be most successful, you will have to work on things we talk about both during our sessions and outside of sessions.

Psychotherapy can have benefits and risks. Since therapy often involves discussing unpleasant aspects of your life, you may experience uncomfortable feelings like sadness, guilt, anger, frustration, loneliness and helplessness. On the other hand, psychotherapy has also been shown to have positive benefits for people who go through it. Therapy often leads to better relationships, solutions to specific problems and significant reductions in feelings of distress.

Our first session will involve an evaluation of your needs. I will be able to offer you some first impressions of what our work will include and a counseling plan to follow, if you decide to continue with therapy. You should evaluate this information along with your own opinions of whether you feel comfortable working with me. If you have questions about my procedures, we should discuss them whenever they arise.

Minors

If you are under eighteen years of age, please be aware that the law may provide your parents the right to examine your counseling records. I will provide them only with the general information about our work together, unless I feel there is a high risk that you will seriously harm yourself or someone else. In this case, I will notify them of my concern. Before giving them any information, I will discuss the matter with you, if possible, and do my best to handle and objections you may have with what I am prepared to discuss.

Involuntary Termination Policy

There are circumstances under which you may be involuntarily discharged.

- Your file will be closed/discharged involuntarily under the discretion of your provider.
- Two missed appointments and/or late cancellations can lead to your file being closed/discharged.
- You may be involuntarily discharged from counseling because of your inability to pay for services or for behavior that is reasonably a result of mental health symptoms.
- Before the Lake Geneva Wellness Clinic can involuntarily discharge you the clinic shall notify you in writing of the reasons for the discharge, the effective date of the discharge, sources for further counseling, and of your right to have the discharge reviewed prior to the effective date of the discharge.
- Clients who have not had a session in over 30 days (or within a mutually agreed upon time) will be considered inactive and discharged. Anyone wishing to return to therapy can do so by contacting the clinic to discuss arrangements to resume therapy.

Crisis Policy

For emergencies please contact 911 or Walworth County Crisis line at 262-741-3200. During regular business hours you may call the office at 262-248-7942 and leave a message with the receptionist or on our machine for your/a therapist. During non-working hours, our answering service takes messages for non-emergencies and at your request, will have your/a therapist return your call as soon as they are able for **crisis** situations only.

Court Policy

Lake Geneva Wellness Clinic or your therapist will not go to court for you. If needed they may write letters or provide documentation with a signed release of information. Additional prorated billing may apply.