

**WILLOWDALE COUNSELING CENTER, PLLC**  
**(603)881-7554**

130 Pembroke Road Suite 250  
Concord, NH 03301

322 Amherst Street  
Nashua, NH 03063

**CLIENT SERVICES AGREEMENT**

Welcome to Willowdale. We're honored you have chosen us to help you with your current problems or concerns. We know how difficult it can be to share personal issues with someone you don't even know, but you can be sure the Willowdale staff will do their best to treat you with respect and make every effort to provide you with the best care possible.

This document (the Agreement) contains important information about our professional services and business policies. It also contains summary information about the Health Insurance Portability and Accountability Act (HIPAA), a new federal law that provides new privacy protections and new client rights with regard to the use and disclosure of your Protected Health Information (PHI) used for the purpose of treatment, payment, and health care operations.

HIPAA requires that we provide you with a Notice of Privacy Practices (the Notice) for use and disclosure of PHI for treatment, payment and health care operations. The Notice, which is attached to this Agreement, explains HIPAA and its application to your personal health information in greater detail. The law requires that we obtain your signature acknowledging that we have provided you with this information at the end of this session.

Although these documents are long and sometimes complex, it is very important that you read them carefully before our next session. We can discuss any questions you have about the procedures at that time. When you sign this document it will also represent an agreement between us.

**PSYCHOTHERAPY SERVICES**

Psychotherapy is not easily described in general statements. It varies depending on the personalities of the provider and client and the particular problems you are experiencing. There are many different methods your provider 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 at home.

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 many benefits. Therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress. But there are no guarantees of what you will experience.

Your first few sessions will involve an evaluation of your needs. By the end of the evaluation your provider will be able to offer you some first impressions of what your work will include, and a treatment

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 your provider. Therapy involves a large commitment of time, money, and energy; so you should be very careful about the provider you select. If you have questions about your provider's procedures you should discuss them whenever they arise. If your doubts persist your provider will be happy to help you set up a meeting with another mental health professional for a second opinion.

### **PSYCHOPHARMACOLOGY SERVICES**

Medication has been widely used in our society as a means to successfully treat illness and disease for many years now. However the use of psychiatric medication for mental health treatment is a relatively new science that continues to expand as research in mental health and neuropsychiatry has grown. Because psychiatric medication is an ever-growing science, medication management by individuals specializing in psychiatric medication has become a much needed resource for treating people who struggle with their mental health.

As with any form of treatment, medication use can have its risks. Every effort will be made by your provider to determine other health risks, medication interactions, biological factors and potential side effects when considering psychiatric medication. Follow up visits are normally scheduled more routinely when starting a new medication to ensure it is being tolerated, this may also include labs or other procedures or screenings. For some people, finding the right medication takes place rather quickly; for others finding the right medication or combination of medication can be tedious and difficult. That is because when medication is prescribed, the provider needs to take into consideration many different factors that pertain to your specific health problems and lifestyle.

Your initial appointment with our nurse practitioner will involve a complete mental health history, a physical health history, as well as your social, educational, developmental and family history. The practitioner will also collaborate with your Primary care physician or specialists or provide referrals to specialists as it pertains to your mental health.

Our society largely leans on "taking a pill" to improve health, however for mental health needs, research has shown the most effective treatment is through therapy or with a combination of therapy and medication depending on the need. For some people, medication may only be needed for a period of time after they have reached a stable mood. For others, medication may be needed throughout life to keep their mood stable and allow for optimal functioning. This would be an individualized decision made between the client, the client's provider and mental health team.

### **MEETINGS**

Our providers normally conduct an evaluation that will last from 2 to 4 sessions. During this time, you can both decide if your provider is the best person to provide the services you need in order to meet your treatment goals. If psychotherapy is begun your provider will usually schedule one 50-minute session (one

appointment hour of 50 minutes duration) per week at a time you both agree on, although some sessions may be longer or more frequent. **Once an appointment is scheduled, you will be expected to pay for it unless you provide 24 hours advance notice of cancellation (unless you and your provider both agree that you were unable to attend due to circumstances beyond your control). It is important to note that insurance companies do not provide reimbursement for cancelled sessions.** Whenever it is possible your provider will try to find another time to reschedule the canceled appointment.

### **LICENSE AND CODE OF ETHICS**

Willowdale employs several mental health professionals each with different licenses and training backgrounds. Information about each is included here so that you will be informed about their specific qualifications. Timothy Bray and Jillian Shillaber are licensed Psychologists. Codie Chevalier and Kalyn Hubbard are Licensed Clinical Mental Health Counselors. Cynthia Ludwick is a board certified Psychiatric Nurse Practitioner. Tammy Kiniry is a Licensed Marriage Family Therapist. Their licenses are displayed in their offices and copies of their Codes of Ethics are available at all times in the waiting room. They will provide information regarding their training, qualifications and experience upon request.

### **QUALIFICATIONS AND SCOPE OF PRACTICE**

Timothy Bray received his Doctoral Degree in Clinical Psychology in 1998 from Fuller Theological Seminary. His practice areas include individual psychotherapy for adolescent boys, adults and psychotherapy for couples. He also provides psychological evaluations (intelligence, achievement and personality testing.)

Jillian Shillaber received her Doctoral Degree in Counseling and School Psychology from the State University of New York at Buffalo SUNY in June 2007. Her practice areas include therapy for children, adolescents, college students, and adults.

Codie Chevalier received her Masters Degree in counseling from Regent University in 2007. Her practice areas include individual psychotherapy for children and adolescents, family psychotherapy and psychotherapy for couples.

Kalyn Hubbard received her Masters Degree in counseling from Southern New Hampshire University in 2012. Her practice areas include individual psychotherapy for children and adolescents, family psychotherapy and psychotherapy for couples.

Cynthia Ludwick received her Masters of Science in Nursing from Rivier University in 2012. Her practice area is adult psychiatric pharmacology and adult psychotherapy.

Tammy Kiniry received her Masters of Arts in Marriage and Family Therapy from the University of Connecticut in 2003. Her practice areas include family therapy, parenting issues, and couples therapy.

## **PROFESSIONAL FEES**

In general, the hourly fee for a therapy session is \$175, but that could vary depending on the type of service that is provided. Professional fees for medication management will vary depending on the service provided. If you have insurance coverage then your individual responsibility for a session may only be a co-pay, co-insurance or deductible. Please have your check ready at the beginning of the session so that time will not be used for fee payment. In addition to weekly appointments, your provider will charge this amount for other professional services you may need, though he/she will break down the hourly cost if he/she works for periods of less than one hour. Other services may include but not be limited to report writing, telephone conversations lasting longer than 10 minutes, consulting with other professionals with your permission, preparation of records or treatment summaries, and the time spent performing any other service you may request. If you become involved in legal proceedings that require your provider's participation, you will be expected to pay for all of your provider's professional time, including preparation and transportation costs, even if your provider is called to testify by another party. (Because of the difficulty of legal involvement, Willowdale providers may charge \$250 per hour for preparation and attendance at any legal proceeding.)

## **CONTACTING YOUR PROVIDER**

Due to work schedules, Willowdale providers are often not immediately available by telephone. While providers are usually in the office between 11 AM and 9 PM, he/she probably will not answer the phone when in session with a client. When your provider is unavailable, the Willowdale telephone is answered by voice mail that is monitored frequently. Your provider will make every effort to return your call on the same day you make it, with the exception of weekends and holidays. If you are generally difficult to reach then please inform your provider of times when you will be available.

In emergencies you can call your provider on their emergency phone number, which he/she will make available to you. If you are unable to reach your provider, and feel that you can't wait for him/her to return your call, contact your family physician or the nearest emergency room and ask for the psychologist or psychiatrist on call. If your provider will be unavailable for an extended time he/she will provide you with the name of a colleague to contact if necessary.

## **LIMITS ON CONFIDENTIALITY**

The law protects the privacy of all communications between a client and a mental health provider. In most situations your provider can only release information about your treatment to others if you sign a written Authorization form that meets certain legal requirements imposed by HIPAA. There are other situations that require only that you provide written, advance consent. Your signature on this Agreement provides consent for those activities, which may include but are not limited to information, as follows:

- Your provider may occasionally find it helpful to consult other health and mental health professionals about a case. During such a consultation your provider will make every effort to avoid revealing the identity of the client. The other professionals are also legally bound to keep the information confidential. If you don't object, your provider will not tell you about these consultations unless he/she feels that it is important to your work together. Your provider will note all consultations in your Clinical Record (which is called "PHI" in the Notice of Provider's Policies and Practices to Protect the Privacy of Your Health Information).
- You should be aware that Willowdale employs several mental health professionals and administrative staff. In most cases your provider will need to share protected information with these individuals for both clinical and administrative purposes such as scheduling, billing and quality assurance. All of the mental health professionals are bound by the same rules of confidentiality. All staff members have been given training about protecting your privacy and have agreed not to release any information outside of the practice without the permission of a professional staff member.
- Willowdale also has a contract with a computer consultant. As required by HIPAA, Willowdale has a formal business associate contract with this business, in which they promise to maintain the confidentiality of this data except as specifically allowed in the contract or otherwise required by law. If you wish, your provider can provide you with the names of this consultant and/or a blank copy of this contract.
- Disclosures required by health insurers or to collect overdue fees are discussed elsewhere in this Agreement.
- If a client threatens to harm himself/herself your provider may be obligated to seek hospitalization for him/her or to contact family members or others who can help provide protection. This could include the police or a local ambulance or rescue unit.
- You should also be aware that phone conversations over cell phones are not secure and therefore may not be confidential. This is also true for communications via email.

There are some situations where your provider is permitted or required to disclose information without either your consent or Authorization:

- If you are involved in a court proceeding and a request is made for information concerning the professional services that your provider has provided you and/or the records thereof, such information is protected by the provider-client privilege law. Willowdale cannot provide any information without your written authorization unless given a court order. If you are involved in or contemplating litigation you should consult with your attorney to determine whether a court would be likely to order Willowdale to disclose information.
- If you are seeing someone at Willowdale due to a court order requiring you to seek treatment it is our policy that we not proceed with treatment until we have received a copy of the court order and

have had an opportunity to review it. Because you have been ordered by the court to obtain treatment there are additional limits on confidentiality. For example, we may be obligated to file a report with the court that ordered you to seek treatment or with someone else.

- If a government agency is requesting the information, for health oversight activities, Willowdale may be required to provide it.
- If a client files a complaint or lawsuit against a Willowdale employee, he/she may disclose relevant information regarding that client, in order to defend him/her self.

There are some situations in which your provider is legally obligated to take actions, in order to attempt to protect others from harm; your provider may have to reveal some information about a client's treatment. These situations are unusual in this practice.

- If a Willowdale employee has reason to suspect that a child has been abused or neglected, the law requires that he/she file a report with the Bureau of Child and Family Services. Once such a report is filed, he/she may be required to provide additional information
- If a Willowdale employee suspects or has a good faith reason to believe that any incapacitated adult has been subjected to abuse, neglect, self-neglect, or exploitation, or is living in hazardous conditions, the law requires that a report is filed with the appropriate governmental agency, usually the Department of Health and Human Services. Once such a report is filed, Willowdale may be required to provide additional information
- If a client communicates a serious threat of physical violence against a clearly identified or reasonably identifiable victim or victims, or a serious threat of substantial damage to real property, Willowdale may be required to take protective actions. These actions may include notifying the potential victim, contacting the police, or seeking involuntary hospitalization for the client.

If any such situation arises, the Willowdale employee will make every effort to fully discuss it with you before taking any action and will limit any disclosure to what is necessary.

While this written summary of exceptions to confidentiality should prove helpful in informing you about potential problems, it is important that you discuss with your provider any questions or concerns that you may have now or in the future. The laws governing confidentiality can be quite complex, and no Willowdale employee is an attorney. In situations where specific advice is required formal legal advice may be needed.

## **PROFESSIONAL RECORDS**

You should be aware that, pursuant to HIPAA, Willowdale keeps Protected Health Information about you in two sets of professional records. One set constitutes your Clinical Record. It includes information about your reasons for seeking therapy, a description of the ways in which your problem impacts on your life, your diagnosis, the goals that we set for treatment, your progress towards those goals, your medical

and social history, your treatment history, any past treatment records received from other providers, reports of any professional consultations, your billing records, and any reports that have been sent to anyone, including reports to your insurance carrier. In addition, your provider may also keep a set of Psychotherapy Notes. These Notes are for your provider's own use and are designed to assist him/her in providing you with the best treatment. While the contents of Psychotherapy Notes vary from client to client, they can include the contents of our conversations, an analysis of those conversations, and how they impact on your therapy. They also contain particularly sensitive information that you may reveal to your provider that is not required to be included in your Clinical Record.

These Psychotherapy Notes are kept separate from your Clinical Record. While insurance companies can request and receive a copy of your Clinical Record, they cannot receive a copy of your Psychotherapy Notes without your signed, written Authorization. Insurance companies cannot require your Authorization as a condition of coverage nor penalize you in any way for your refusal. You may examine and/or receive a copy of both sets of records if you request it in writing.

Because these are professional records, they can be misinterpreted and/or upsetting to untrained readers. For this reason, Willowdale recommends that you initially review them in your provider's presence, or have them forwarded to another mental health professional so you can discuss the contents. (Your provider may sometimes be willing to conduct this review meeting without charge.)

In most circumstances, your provider is allowed to charge a copying fee of \$15.00 for the first 30 pages or .50 cents per page, whichever is greater (and for certain other expenses); provided, that copies of filmed records such as radiograms, x-rays, and sonograms shall be copied at a reasonable cost. The exceptions to this policy are contained in the attached Notice Form.

## **CLIENT RIGHTS**

Pursuant to the New Hampshire Mental Health Bill of Rights, clients have certain rights. A copy of the Mental Health Bill of Rights is included with this form and is posted in the waiting room. Please review the bill of rights carefully and discuss any questions that you may have with your provider. In addition, HIPAA provides you with several new or expanded rights with regard to your Clinical Records and disclosures of protected health information. These rights include requesting that your provider amend your record; requesting restrictions on what information from your Clinical Records is disclosed to others; requesting an accounting of most disclosures of protected health information that you have neither consented to nor authorized; determining the location to which protected information disclosures are sent; having any complaints you make about Willowdale's policies and procedures recorded in your records; and the right to a paper copy of this Agreement, the attached Notice form, and Willowdale's privacy policies and procedures. Your provider will be happy to discuss any of these rights with you.

## **CONCERNS OR COMPLAINTS**

If you have any complaints about the treatment you have received or about billing you should not hesitate to raise them with your provider or you may speak directly with Willowdale's director, Timothy Bray, PH.D. You may also contact the New Hampshire Board of Mental Health Practice, 49 Donovan Street, Concord, NH 03301, 603-271-6762. If you have any concerns or complaints about issues related to the privacy or security of your records you should not hesitate to raise them with us as well. In addition the HIPAA notice form provides other avenues to pursue your concerns with respect to privacy issues.

## **MINORS & PARENTS**

Generally, the treatment of a minor child, someone who is under the age of 18 and who has not been emancipated, must be authorized by a parent or someone else with legal authority. Parental control over a minor's treatment includes the authority to access or release the child's otherwise confidential treatment records.

Even parents without residential responsibility for a child retain decision-making authority over the child's treatment and treatment records unless a court has ordered otherwise. When parents with decision making authority cannot agree on access to or release of their child's confidential treatment information, a court will decide following a hearing. We believe it is best to identify and resolve potential parental disagreements before treatment begins. Therefore, it is our policy to treat minors only with the consent of both parents; to the extent both are available. If both are available but cannot reach agreement about treatment and access to records, it is the responsibility of the parents to resolve their differences through a court hearing prior to instituting treatment.

If one parent is unavailable and we determine that it is appropriate to proceed with the consent of only one parent, the absent parent will have a right to the child's treatment records upon request while the child is a minor unless there is a court order to the contrary. If continuation of treatment becomes an issue, it is the responsibility of the parents to resolve the disagreement in court.

Upon turning 18, the child gains control over treatment, information and records.

## **FOR MATURE MINORS**

If you are a minor, under the age of 18, we cannot treat you without parental consent. Parental control over your treatment includes their right to access and release your medical records. In very limited circumstances, a minor may prevent parental access to treatment records through a court hearing. In the event you object to either parent having access to your treatment records, we encourage you to raise this issue with your other parent or with a Guardian ad Litem, if one has been appointed.

Because privacy in mental health treatment is often crucial to successful progress, particularly with teenagers, it is sometimes Willowdale's policy to request an agreement from parents that they consent to give up their access to their child's records. If they agree, during treatment, your provider will provide them only with general information about the progress of the child's treatment, and his/her attendance at scheduled sessions. Your provider will also provide parents with a summary of their child's treatment when

it is complete. Any other communication will require the child's authorization, unless your provider feels that the child is in danger or is a danger to someone else, in which case, the provider will notify the parents of that concern. Before giving parents any information, the provider will discuss the matter with the child, if possible, and do his/her best to handle any objections that he/she may have.

### **COUPLES**

Treatment records of couple's sessions contain information about each person. Both clients should be aware that either person has a right to obtain treatment records unless both clients agree that treatment records will only be released by joint consent.

### **BILLING AND PAYMENTS**

You will be expected to pay for each session at the time it is held, unless we agree otherwise or unless you have insurance coverage that requires another arrangement. Payment schedules for other professional services will be agreed to when they are requested. (In circumstances of unusual financial hardship, your provider may be willing to negotiate a fee adjustment or payment installment plan.)

If your account has not been paid on for more than 60 days, and arrangements for payment have not been agreed upon, Willowdale has the option of using legal means to secure the payment. This may involve hiring a collection agency or going through small claims court which will require Willowdale to disclose otherwise confidential information. In most collection situations, the only information Willowdale will release regarding a client's treatment is his/her name, the nature of services provided, and the amount due. (If such legal action is necessary then its costs will be included in the claim.)

### **INSURANCE REIMBURSEMENT**

In order for you and your provider to set realistic treatment goals and priorities, it is important to evaluate what resources you have available to pay for your treatment. If you have a health insurance policy it will usually provide some coverage for mental health treatment. Your provider will fill out forms and provide you with whatever assistance he/she can in helping you receive the benefits to which you are entitled; however, you (not your insurance company) are responsible for full payment of Willowdale's fees. It is very important that you find out exactly what mental health services your insurance policy covers.

You should carefully read the section in your insurance coverage booklet that describes mental health services. If you have questions about the coverage, call your plan administrator. Of course, your provider will provide you with whatever information he/she can based on his/her experience and will be happy to help you in understanding the information you receive from your insurance company. If it is necessary to clear confusion, the Willowdale administrative staff will be willing to call the company on your behalf.

Due to the rising costs of health care, insurance benefits have increasingly become more complex. It is sometimes difficult to determine exactly how much mental health coverage is available. "Managed Health Care" plans such as HMOs and PPOs sometimes require authorization before they provide reimbursement

for mental health services. These plans are often limited to short-term treatment approaches designed to work out specific problems that interfere with a person's usual level of functioning. It may be necessary to seek approval for more therapy after a certain number of sessions. While much can be accomplished in short-term therapy, some clients feel that they need more services after insurance benefits end. (Some managed-care plans will not allow your provider to provide services to you once your benefits end. If this is the case, your provider will do his/her best to find another provider who will help you continue your psychotherapy.)\*

You should also be aware that your contract with your health insurance company requires that Willowdale provides it with information relevant to the services that you have received. Willowdale is required to provide a clinical diagnosis. Sometimes Willowdale is required to provide additional clinical information such as treatment plans or summaries, or copies of your entire Clinical Record. In such situations, Willowdale will make every effort to release only the minimum information about you that is necessary for the purpose requested. This information will become part of the insurance company files and will probably be stored in a computer. Though all insurance companies claim to keep such information confidential, Willowdale has no control over what they do with it once it is in their hands. In some cases, they may share the information with a national medical information databank. Willowdale will provide you with a copy of any report that has been submitted, if you request it. By signing this Agreement, you agree that Willowdale can provide requested information to your carrier.

Once we have all of the information about your insurance coverage, we will discuss what we can expect to accomplish with the benefits that are available and what will happen if they run out before you feel ready to end your sessions. It is important to remember that you always have the right to pay for Willowdale's services yourself to avoid the problems described above (unless prohibited by contract).\*

## N.H. Mental Health Bill of Rights

Revised Objection Response – 12/19/03

Readopt with amendment Mhp 502.02 effective 1/10/02 (Doc. #7625) to read as follows: Mhp. 502.02

(a) The Board shall provide each licensee with a client bill of rights to read as follows:

“This Mental Health Bill of Rights is provided by law to persons receiving mental health services in the State of New Hampshire. Its purpose is to protect the rights and enhance the well being of clients, by informing them of key aspects of the clinical relationship. As a client of a New Hampshire Mental Health Practitioner, you have, without asking, the right:

(1) To be treated in a professional, respectful, competent and ethical manner consistent with all applicable state laws and the following professional ethical standards:

- a- for psychologists, the American Psychological Association;
- b- for independent clinical social workers, the National Association of Social Workers;
- c- for pastoral providers; the American Association of Pastoral Counselors;
- d- for clinical mental health counselors, the American Mental Health Counselor Association; and
- e- for marriage and family providers, the American Association for Marriage and Family Providers.

(2) To receive full information about your treatment provider’s knowledge, skills, experience and credentials.

(3) To have the information you disclose to your mental health provider kept confidential within the limits of state and federal law.

Communications between mental health providers and clients are typically confidential, unless the law requires their disclosure. Mental health providers will inform you of the legal exceptions to confidentiality, and should such an exception arise, will share only such information as required by law. Examples of such exceptions include but are not limited to:

- a- abuse of a child;
- b- abuse of an incapacitated adult;
- c- Health Information Portability and Accountability Act (HIPAA) regulation compliance;
- d- certain rights you may have waived when contracting for third party financial coverage;
- e- orders of the court; and
- f- significant threats to self, others, or property.

(4) To a safe setting and to know that the services provided are effective and of a quality consistent with the standard of care within each profession and to know that sexual relations between a mental health provider and a client or former client are a violation of the law (RSA 330-A:36).

(5) To obtain information, as allowed by law, pertaining to the mental health provider’s assessment, assessment procedures and mental health diagnoses (RSA 330-A:2 VI).

(6) To participate meaningfully in the planning, implementation and termination or referral of your treatment.

(7) To documented informed consent: to be informed of the risks and benefits of the proposed treatment, the risks and benefits of alternative treatments and the risks and benefits of no treatment. When obtaining informed consent for treatment for which safety and effectiveness have not been established, providers will inform their clients of this and of the voluntary nature of their participation. In addition, clients have the right to be informed of their rights and responsibilities, and of the mental health provider’s practice policies regarding confidentiality, office hours, fees, missed appointments, billing policies, electronic communications, managed care issues, record management, and other relevant matters except as otherwise provided by law.

(8) To obtain information regarding the provision(s) for emergency coverage.

(9) To receive a copy of your mental health record within 30 days upon written request (except as otherwise provided by law), by paying a nominal fee designed to defray the administrative costs of reproducing the record.

(10) To know that your mental health provider is licensed by the State of New Hampshire to provide mental health services.

a- You have the right to obtain information about mental health practice in New Hampshire. You may contact the Board of Mental Health Practice for a list of names, addresses, phone numbers and websites of state and national professional associations listed in Mhp 502.02(a)(1)(a-c).

b- You have the right to discuss questions or concerns about the mental health services you receive with your provider.

c- You have the right to file a complaint with the Board of Mental health Practice.”

(b) A licensee shall post a copy of the above mental health bill of rights in a prominent location in the office of the mental health practitioner and provide a copy upon request.

(c) A licensee shall provide a copy of the mental health bill of rights to the client and/or agency if the assessment, consultation or intervention is provided outside the office.



CONSENT FOR TREATMENT AND PRIVACY PRACTICES

ACKNOWLEDGEMENT AND ACCEPTANCE

YOUR SIGNATURE BELOW INDICATES THAT YOU HAVE READ THIS AGREEMENT AND AGREE TO ITS TERMS AND ALSO SERVES AS AN ACKNOWLEDGEMENT THAT YOU HAVE RECEIVED THE HIPAA NOTICE FORM DESCRIBED ABOVE AND THE NEW HAMPSHIRE MENTAL HEALTH BILL OF RIGHTS.

YOUR SIGNATURE BELOW ALSO SERVES AS YOUR ACKNOWLEDGEMENT THAT YOU ARE FINANCIALLY RESPONSIBLE FOR ANY FEES FROM WILLOWDALE AND NOT YOUR INSURANCE COMPANY.

IN SIGNING YOU ALSO AGREE TO RECEIVE EMAIL CORRESPONDENCE FROM WILLOWDALE COUNSELING AT THE FOLLOWING EMAIL ADDRESS.

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Date of Birth

\_\_\_\_\_  
Signature

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Date

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Print Name

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Signature

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