
Mind-Body Solutions LLC

Cindy Solliday, PhD, DCEP, CBP

Licensed Psychologist, WI License # 2410-057

12802 W. Hampton Avenue, Butler, WI 53007-1606, Phone: (262) 327-6381

Email: drcindy@mind-bodysolutions.com www.mind-bodysolutions.com

**PATIENT INFORMED CONSENT & DISCLOSURE STATEMENT
AGREEMENT FOR PSYCHOTHERAPY SERVICES**

Thank you for your interest in working with Dr. Cindy Solliday either in-person or via teletherapy, whichever is applicable. Mind-Body Solutions LLC is providing you with the following information so you can make an informed choice about your decision to engage Mind-Body Solutions LLC to provide the psychotherapy services of Dr. Cindy Solliday. Please read this information carefully and let Dr. Cindy Solliday know if there is any part you do not understand.

1. Psychotherapy/Wellness Services Offered

Dr. Cindy Solliday offers an integrative holistic approach to psychotherapy and wellness integrating traditional and non-traditional approaches to healing mind, body, and soul. She works with patients in a wide-array of mental health related issues, life issues, overall health and wellness, and spiritual transformation. The approaches Dr. Cindy Solliday uses with a given patient are based partly on the nature of the presenting complaint(s) as well as the preferences of the patient and her assessment of what will best benefit the patient. In addition to traditional talk therapy, such as Cognitive Behavioral Therapy, Acceptance and Commitment Therapy, Dialectical Behavior Therapy, Family Systems, and Developmental Needs Meeting Strategies, Dr. Cindy Solliday also offers Mind-Body Therapies, including relaxation/stress management techniques such as Mindfulness Based Stress Reduction, Emotional Focused Therapy, Energy Psychology methods, the BodyTalk System, and Transpersonal/Spiritual Psychology approaches. If it would be helpful to incorporate any of these approaches or others Dr. Cindy Solliday is trained in into your psychotherapy, she would be happy to address that with you. You understand that you have the option of using individually or collectively any of the approaches Dr. Cindy Solliday offers in her psychotherapy practice.

2. Theoretical Approaches

Traditional Talk Therapy

Traditional Talk Therapy literally means that you talk about yourself and your life in order to attain new insights, strategies and skills. Talk therapy can help you to take back control of your life and respond to any variety of challenging situations or relationships in healthier, more productive and successful ways. It is often associated with Cognitive Behavioral Therapy and strongly focuses on developing an ability to “think through” things and make wise decisions about your life. Talk therapy can be used to work with any problem or life goal you might have both transitional and chronic in nature. By simply raising conscious self-awareness and improving responsible (or response-able) choice --- life and/or your outlook on life can improve.

Mind-Body Therapy

Mind-Body Therapy uses the power of thoughts and emotions to improve overall health and wellbeing. It focuses on the interactions among the brain, mind, body and behavior, and on the powerful ways in which emotional, mental, social, spiritual and behavioral factors can directly affect health. Fundamental to its approach are a variety of self-care related strategies that involve a lot of “TLC” or therapeutic lifestyle changes.

Emotion Focused Therapy

Emotion Focused therapy is based on the idea that emotions are not only important factors in our lives, but hold the key to who we are. The premise of Emotion Focused Therapy is that our emotions are also a guide for individual choice and decision making. This type of therapy is based on the theory that lacking emotional awareness or avoiding unpleasant emotions can cause harm. The focus of this approach is on attachment styles and human bonding. It is designed to address distress and conflict in relationships. It also is designed to provide a clear pathway towards more loving and secure human bonds while moving relationships in a healthier more positive direction.

Transpersonal Psychology

Transpersonal Psychology integrates the spiritual aspects of the human experience into the framework of modern psychology. As such, it can also be described as “spiritual psychology.” It focuses on experiences in which the sense of self extends beyond the limits of the human experience into the infinite realm of the psyche, soul or spiritual realms. Transpersonal approaches can help people who might feel “lost” spiritually, or who may need help finding “purpose” and “meaning” for their lives. The overarching goals of transpersonal therapies revolve around human transformation, self-actualization and the attainment of enlightened states of being.

Energy Psychology

Energy Psychology is a collective term used to refer to a variety of treatments, techniques and approaches based on the use, modification, and manipulation of energy fields that look at imbalances within the person’s energy system as well as the energetic influence of thoughts, beliefs, memories, and emotions on the body (collectively the EP Methods). The theory of the EP Methods is that the flow and balance of the body’s electromagnetic and more subtle energies are important for physical, spiritual, and emotional health, and for fostering well-being. One of the EP Methods Dr. Cindy Solliday offers is Emotional Freedom Techniques or EFT. EFT uses the ancient Chinese meridian system with a gentle tapping procedure which stimulates designated meridian end points on the face and body while focusing on issues of emotional intensity in order to release the intensity and reframe the issues. When applying EFT in a therapy session, the patient does the tapping on the patient’s own body and the therapist helps guide the session by instructing the patient where to tap while saying specific phrases based on the issues that are being worked on. If you are having an in-person session and are not able to “tap” for yourself, then Dr. Cindy Solliday may need to “tap” for you. In such a rare event, she will ask for and receive your permission prior to tapping on your body.

The BodyTalk System

The BodyTalk System is a holistic method based on the principle that the body is capable of healing itself at all levels. The premise of the BodyTalk System is that it can allow the body’s energy systems to be re-synchronized so that they can operate as nature intended. It is believed that when using the BodyTalk System with traumatic or painful memories, it can

help to gently release emotional blockages within the energy system. As a licensed psychologist, Dr. Cindy Solliday uses the Body Talk System to help release a patient's stored memories and traumas without having the patient relive or remember the experiences. This can be accomplished through a form of neuromuscular biofeedback, by which she is able to ask the body yes-or-no questions and receive answers directly from the body about the sequence for re-establishing these lines of communication. During a BodyTalk session the patient is fully clothed and either relaxing on a massage table or in a comfortable chair.

The neuromuscular biofeedback a BodyTalk practitioner uses with clients is a form of applied kinesiology which usually involves the practitioner applying a slight pressure to the wrist or forearm of the client to determine the yes-or-no answer to the questions which guides the practitioner in using the BodyTalk Protocol Chart. The practitioner uses the BodyTalk Protocol Chart to determine the weakened or broken energy circuits in the client's body-mind complex. The practitioner using light touch will link these destination points in the sequence indicated, thereby constructing a "formula" that describes the energetic circuit that will be re-established. In addition, the practitioner also uses gentle tapping on the head which is believed to tell the brain to "fix" the faulty communication circuit, the heart to "store" the fix and the gut to integrate the fix within the three-brain operating system (head, heart, gut). This is believed to activate the three-brain operating system in a functional relationship kind of way that can help to facilitate the body's own innate ability to restore and maintain optimum health and overall well-being.

If you are having an in-person session and have any reservations about physical touching as described above, please bring this to Dr. Cindy Solliday's attention immediately. You understand you have a choice about methods that use touch.

Although the EP Methods, Mind-Body Therapies and the BodyTalk System appear to have promising mental, emotional, physical, and spiritual health benefits, and there is a growing amount of scientific research indicating that EFT is an effective evidence-supported therapy, they have yet to be fully researched by the Western academic, medical, and psychological communities. Therefore, they are considered experimental and the extent of their effectiveness, as well as their risks and benefits, are not fully known. The EP Methods, Mind-Body Therapies, and the BodyTalk System are self-regulated and the state of Wisconsin does not license, register, or certify practitioners of the EP Methods, Mind-Body Therapies, or the BodyTalk System and consider them to be alternative or complementary healing approaches. If you ever have questions or concerns about the nature of the theories, methods, approaches, therapies and/or techniques Dr. Cindy Solliday uses, please feel free to ask her for further resources or references.

3. Outcome Expectations/Risk & Benefits/Treatment Plan

While it's not possible to guarantee any specific results regarding your goals and it's not known how you will personally respond to using any of the approaches Dr. Cindy Solliday offers in her psychotherapy practice, she will work with you to achieve the best possible results for you. Participation in therapy can result in a number of benefits to you, including improving interpersonal relationships and resolution of the specific concerns that led you to seek therapy. Working toward these benefits, however, requires your very active involvement, honesty, and openness in order to change your thoughts, feelings and/or behavior. You will have to work both in and out of the therapy sessions. Dr. Cindy Solliday will ask for your feedback and views on your therapy, its progress, and other aspects of the therapy and will expect you to respond openly and honestly. Sometimes more than one

approach can be helpful in dealing with a certain situation.

As with any intervention, there are risks associated with counseling and therapy. Risks during evaluation or therapy might include remembering, talking about, or experiencing unpleasant events which results in uncomfortable levels of feelings like sadness, guilt, anxiety, anger, frustration, worry, etc., or experiencing anxiety, depression or insomnia, etc., or having difficulties with other people. Dr. Cindy Solliday may challenge some of your assumptions or perceptions or propose different ways of looking at things or handling situations that can cause you to feel upset, angry, depressed, challenged, or disappointed. Attempting to resolve issues that brought you to therapy in the first place, such as personal problems or interpersonal relationships, may result in changes that were not originally intended. Being confronted with your difficulties can be very challenging. Some changes may lead to what seems to be worsening circumstances or even losses (for example, counseling can not necessarily keep a marriage intact.). Psychotherapy may also 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 negatively by another family member. Change will sometimes be easy and swift, but more often, it will be slow and even frustrating.

Within a reasonable period of time after the initiation of treatment, Dr. Cindy Solliday will discuss with you her working understanding of the problem(s), treatment plan, therapeutic objectives, and her view of the possible outcomes of treatment. If you have any unanswered questions about any of the procedures used in the course of your therapy, their possible risks, her expertise in employing them, or the treatment plan, please ask and you will be answered fully. You also have the right to ask about other treatments for your condition and their risks and benefits. If you could benefit from any treatment that Dr. Cindy Solliday does not provide, she has an ethical obligation to assist you in obtaining those treatments

While the EP Methods, Mind-Body Therapies, and the BodyTalk System are considered gentle and non-invasive, if you choose to any of these, it's possible in your session(s), or on your own between sessions, to experience some physical discomfort or emotional distress that can be perceived as negative. It's also possible to experience some emotional distress or physical discomfort related to overwhelming or traumatic experiences you may have had earlier in your life. Unresolved memories may also surface and emotional material may continue to surface after a therapy session and give indication of other issues or incidents that may need to be addressed. You agree to promptly inform Dr. Cindy Solliday if you experience any emotional distress and/or physical discomfort during a session or between sessions. In using Mind-Body Therapies, the BodyTalk System, and some of the EP Methods such as EFT, it's possible that previously vivid or traumatic memories may fade which is a positive outcome. However, this could adversely impact your ability to provide legal testimony that carries the same emotional impact as prior to applying any of these approaches regarding a traumatic incident.

4. Other Important Information

Please be advised the approaches Dr. Cindy Solliday offers are not intended to be a substitute for medical diagnosis or treatment and they do not replace the services of a licensed physician. You agree and understand it is your responsibility to consult with your physician for any specific medical problems. Further, you understand that Dr. Cindy Solliday may suggest you contact your physician if she believes it is advisable. In addition, you understand that any information shared during your session(s) is not to be

considered a recommendation that you stop seeing your physician or using prescribed medication, if any, without consulting with your physician, even if after a session it appears and indicates that such medication or treatment is unnecessary.

5. Education and Training

Dr. Cindy Solliday earned her PhD in Counseling Psychology from Marquette University, Milwaukee, Wisconsin. She is licensed by the state of Wisconsin for independent practice as a psychologist - #2410-057. She is also recognized by the National Register of Health Service Providers in Psychology – #50660 and credentialed by the Council for Affordable Quality Healthcare [CAQH] – #11664822.

Dr. Cindy Solliday also has specialized training as a Health Psychologist, Certified Energy Psychology Practitioner with the title of Diplomat in Comprehensive Energy Psychology, Certified BodyTalk Practitioner and Clinical Traumatology Specialist. She holds active memberships within the Association for Comprehensive Energy Psychology [ACEP], The International BodyTalk Association (IBA) and the International Association of Trauma Professionals [IATP].

6. Cancellation of Appointments

The scheduling of an appointment involves the reservation of time specifically for you. In the event of a "No Show" or failure to give a full 24-hour notice of a cancellation, you will be charged the full session fee for all late cancellations and missed appointments. Please be aware that insurance companies will not cover cancellation charges.

Acknowledgment and Consent to Receive Services

By signing this document and any attachments hereto, you acknowledge Dr. Cindy Solliday has disclosed to you, in terms you understand, the nature and purpose of the services to be rendered by her and the limits and obligations associated with her services, including circumstances where confidential information may be requested and where disclosure of confidential information may be legally required. Further, you acknowledge that you have discussed with Dr. Cindy Solliday and you understand and agree to the financial arrangements for her services and you have received a copy of her **Additional Patient Information, Office Policies & Procedures** and Patient's **Right & Grievance Procedures** both of which are attached hereto and incorporated herein by reference.

You understand that your consent to the nature of your session(s) is given voluntarily, without coercion, and may be withdrawn at any time in the future. You represent that you are competent and able to understand the nature and consequences of your session(s) and the use of the EP Methods, Mind-Body Therapies, and/or the BodyTalk System and agree to be personally responsible for the fees related thereto. If you are a minor, your parent or legal guardian hereby represents that you're competent and able to understand the nature and consequences of the proposed session(s).

You understand the EP Methods, Mind-Body Therapies, and the BodyTalk System are relatively new healing approaches and the extent of their effectiveness, as well as their risks and benefits are not fully known. Therefore, if you choose to use any of the EP Methods, Mind-Body Therapies, and/or the BodyTalk System, you agree to assume and accept full responsibility for any and all risks associated with them. Further, you agree and understand this Agreement for Psychotherapy Services is intended to be a complete unconditional release of liability and assumption of risk to the greatest extent permitted by law.

Mind  Body Solutions^{LLC}

By signing in the space provided below, you knowingly, voluntarily, and intelligently assume these risks and except in the case of gross negligence or malpractice, agree to release, indemnify, hold harmless and defend Mind-Body Solutions LLC its owners, members, principals, employees, staff members, agents, representatives, consultants and others associated with Mind-Body Solutions LLC from and against any and all claims or liability, of whatsoever kind or nature, which you, or your representatives, may have for any loss, damage, or injury, including without limitation, physical, emotional, mental, financial, or personal, arising out of or in connection with your sessions.

Please sign both copies of this Patient Informed Consent and Disclosure Statement/Agreement for Psychotherapy Services. Dr. Cindy Solliday will retain a copy for her confidential records. If you are a minor, you shall have your parent or legal guardian consent to and join this Agreement for Psychotherapy Services by signing in the space provided below.

Patient's Signature

Date

Print Name: _____

I am the parent or legal guardian of the above-named minor, and I consent to and join in the foregoing Agreement on behalf of said minor.

Signed: _____

Date: _____

Print Name: _____

Mind-Body Solutions LLC
Cindy Solliday, PhD, DCEP, CBP

Cindy Solliday, PhD, DCEP, CBP Member

Date

If you are submitting this Patient Informed Consent & Disclosure Statement, Agreement for Psychotherapy Services electronically, typing your name in the space provided above will be considered your signature and constitute your acceptance and agreement of this Patient Informed Consent & Disclosure Statement, Agreement for Psychotherapy Services. This Patient Informed Consent & Disclosure Statement, Agreement for Psychotherapy Service becomes effective as of the date signed above.

© 2015-2020 Midge Murphy, all rights reserved. Any unauthorized use of this Agreement by parties other than Mind-Body Solutions LLC is prohibited by federal law. No part of this document may be reproduced or transmitted in any form or by any means, including photocopying, for public and/or private use without permission in writing from Midge Murphy (midgemurphy.com).

Mind-Body Solutions LLC

Cindy Solliday, PhD, DCEP, CBP

Licensed Psychologist, WI License # 2410-057

12802 W. Hampton Avenue, Butler, WI 53007-1606, Phone: (262) 327-6381

Email: drcindy@mind-bodysolutions.com www.mind-bodysolutions.com

Additional Patient Information & Office Policies & Procedures

**PATIENT INFORMED CONSENT & DISCLOSURE STATEMENT
AGREEMENT FOR PSYCHOTHERAPY SERVICES**

1. Confidentiality

With the exception of special situations described below, you have the absolute right to the confidentiality of your psychotherapy related services with Dr. Cindy Solliday. She cannot and will not tell anyone else what you have told her, or even that you are in therapy with her without your prior written permission. Under the provisions of the Health Care Information Act of 1992, Dr. Cindy Solliday may legally speak to another healthcare provider or a member of your family about you without your prior consent, but she will not do so unless the situation is an emergency. Dr. Cindy Solliday will always act so as to protect your privacy to the best of her ability. You may direct Dr. Cindy Solliday to share information with whomever you choose, and you can change your mind and revoke that permission at any time. You may request anyone you wish to attend a therapy session with you.

You are also protected under the provisions of the Federal Health Insurance Portability and Accountability Act (HIPAA). *This clinic meets the minimum 2013 HIPPA Omnibus Rule privacy standards.* This law ensures the confidentiality of all electronic transmission of information about you. Whenever Dr. Cindy Solliday transmits information about you electronically, for example, sending bills or faxing information, it will be done with special safeguards to ensure confidentiality. ***If you elect to communicate with Dr. Cindy Solliday by email, Skype, instant messaging, Facebook or other forms of social media at some point, please be aware that they are not completely confidential.*** All electronic communication is retained in the logs of your or her Internet service provider. While under normal circumstances no one looks at these logs, they are, in theory, available to be read by the system administrators of the Internet service provider. Any email Dr. Cindy Solliday receives from you, and any responses that she sends to you, may be kept as a part of your treatment record.

This law also makes Business Associates and Subcontractors of Business Associates of Covered Entities directly liable for compliance with certain HIPAA Privacy and Security Rule requirements. Covered Entities are defined as providers of outpatient mental health, substance abuse and/or EAP services who receive payment for their services through insurance company reimbursements. Please be advised that compliance with these standards are strictly required for all services directly involved with insurance company reimbursements but **not** those where insurance company reimbursements are **not** directly involved.

Limits to Confidentiality

This next section reflects the types of uses and disclosures permitted not only by the HIPAA Privacy Standards but also by applicable state and federal law. The following are eight exceptions to your right to confidentiality:

1. There are some situations in which Dr. Cindy Solliday is legally obligated to take action to protect others from harm, even if she has to reveal some information about a patient's treatment. For example, if Dr. Cindy Solliday believes that a child, an elderly person, or a disabled person is being abused, she must file a report with the appropriate state or local agency.
2. If Dr. Cindy Solliday believes that a patient is threatening serious bodily harm to another, she is required to take protective actions. These actions may include notifying the potential victim, contacting the police, or seeking hospitalization for the patient.
3. If Dr. Cindy Solliday believes that you are in imminent danger of harming yourself, she may legally break confidentiality and contact the police, a local crisis team, or a family member or other intimates.
4. If you tell Dr. Cindy Solliday of the behavior of another named licensed health or mental health care provider which suggests that this person has either (1) engaged in sexual contact with a patient, including yourself, or (2) is impaired from practice in some manner due to cognitive, emotional, behavioral, or health problems, then the law requires Dr. Cindy Solliday to report this to the practitioner's state licensing board. Dr. Cindy Solliday would inform you before taking this step. If you are my patient and also a licensed health care provider, however, your confidentiality remains protected under the law from this kind of reporting.
5. In certain legal proceedings, particularly those involving child custody or those in which your emotional condition or treatment is an important issue, a judge may order Dr. Cindy Solliday's testimony. Confidentiality is not protected when a judge makes such an order or in certain other legal procedures. Consult with an attorney if you are involved in a legal situation where confidentiality may be at issue.
6. In certain cases of national security, Dr. Cindy Solliday may also be required to report to appropriate local, state and/or federal authorities.
7. The following is not a legal exception to your confidentiality, but it is a policy you should be aware of if you are in *couples therapy* or *family therapy* with Dr. Cindy Solliday. If you and your partner or other adult family member decides to have some individual sessions as part of the couples or family therapy, what you say in those individual sessions will be considered to be a part of the couples or family therapy. It can and very possibly will be discussed in your joint sessions. **Do not tell Dr. Cindy Solliday anything you wish kept secret from the others involved in the therapy.**
8. Dr. Cindy Solliday may occasionally find it helpful to consult other professionals about a case. During a consultation, she makes every effort to avoid revealing the identity of her patient. The consultant is also legally bound to keep the information confidential. If you don't object, Dr. Cindy Solliday will not tell you about these consultations unless she feels that it is important to your work with her.

While this written summary of exceptions to confidentiality should prove helpful in informing you about potential problems, please discuss with Dr. Cindy Solliday any questions or concerns that you may have. She will be happy to explore these issues with you, but formal legal advice may be needed from an attorney because the laws governing confidentiality can be quite complex.

NOTE: State licensing regulations and other pertinent State laws and regulations were checked to determine if state law is more stringent than HIPAA. Since Wisconsin state law is more stringent, the applicable sections above were revised.

2. Crisis, Urgent or Emergency Situations

Dr. Cindy Solliday may not be available to respond to crisis, urgent or emergency situations or your after-hours needs and will not be held responsible for any damages occurring as a result of unmet crisis or acute care needs. If you are unable to reach Dr. Cindy Solliday or feel that you cannot wait for her to return your call, please contact your family physician or **First Call for Help** in Waukesha County at **211** or **(262) 547-3388**. If you believe you cannot keep yourself safe, please call **911** or **go to the nearest urgent care facility or hospital emergency room**.

3. Session Frequency and Duration

Dr. Cindy Solliday generally schedules one appointment of 60 minutes duration every week or every other week at a time she and you agree upon. Sessions may also, by prior agreement, be longer, shorter, more frequent, or less frequent. Session frequency and duration will vary between individuals, the specific problem(s) targeted, and on what you hope to accomplish. An estimate of session frequency and duration can be provided, but this is only an estimate. Many illnesses, "dis-eases," and/or disorders can be resolved in a relatively brief period of time, but this is dependent on many factors including severity, complexity, and patient resources (for example environmental factors and soul support network). Preventative health care practices or health and wellness-oriented approaches are, on the other hand, an ongoing, lifelong process.

4. Professional Fees

Mind-Body Solutions LLC's fees for Dr. Cindy Solliday's services vary depending on type and length of service provided. Mind-Body Solutions LLC offers insurance billing as well as self-pay options. Dr. Cindy Solliday will discuss with you the different options available prior to the time her services are provided. Once you have determined which option is best for you, you will sign an official professional fees agreement pertinent to the type of service or payment options you have selected and are best suited to your needs. All insurance co-pays and self-pay fees are due prior to the delivery of Dr. Cindy Solliday's services. Mind-Body Solutions LLC accepts cash, check, debit, and credit card payments. **It is also very important to recognize that if your insurance carrier denies payment for any reason, you are still responsible for paying your bill in its entirety.**

In circumstances of financial hardship, Dr. Cindy Solliday is willing to negotiate a fee payment schedule. If that is done and your account has not been paid for more than 60 days and arrangements for payment have not been agreed upon, Mind-Body Solutions LLC has the option of using legal means to secure the payment. This may involve hiring a collection agency or going through small claims court. If such legal action is necessary, its costs will be included in the claim. In most collection situations, the only information released regarding a

patient's treatment is name, contact information, dates and type of services provided, and the amount due.

5. Insurance Reimbursement

In order to set realistic treatment goals and priorities, it's 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 Dr. Cindy Solliday's services. Dr. Cindy Solliday will fill out forms and provide you with whatever assistance she can to help you receive the benefits to which you are entitled; however, you (not your insurance company) are responsible for full payment of her fees. It is very important that you find out exactly what services your insurance policy covers. If you have questions about your benefits, call your plan administrator. Of course, Dr. Cindy Solliday will provide you with whatever information she can based on 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, Dr. Cindy Solliday is 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 coverage is available or the amount of out-of-pocket expenses [e.g. co-pays and deductibles] you will be responsible for.

"Managed Health Care" plans such as HMOs and PPOs often require authorization before they provide reimbursement for Dr. Cindy Solliday's 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 a lot can be accomplished in short-term therapy, some patients feel that they need more services after insurance benefits end. In rare cases, an insurance plan will not allow the same therapist to provide services once benefits end. If this is the case, Dr. Cindy Solliday will do her best to find another provider who can help you continue your psychotherapy related services.

You should also be aware that most insurance companies require you to authorize Dr. Cindy Solliday to provide them with a clinical diagnosis. Sometimes she has to provide additional clinical information such as treatment plans or summaries, or copies of the entire record. 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, Dr. Cindy Solliday has no control over what they do with it once it is in their hands. In some cases, they may share some of this information with a national medical information database. Dr. Cindy Solliday will provide you with a copy of any report she submits, if you request it in writing.

Once Mind-Body Solutions LLC has all of the information about your insurance coverage, Dr. Cindy Solliday and you will discuss what you may be able to accomplish with the benefits that are available and what may 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 Dr. Cindy Solliday's services yourself to avoid the problems and complications described above.

6. Insurance Billing Company

Mind-Body Solutions LLC works with an insurance billing company – **JL Billing Services** – that handles all the insurance billing claims and/or related needs. If you elect to have your insurance company billed for Dr. Cindy Solliday's services instead of taking advantage of her

self-pay options, you will need to call JL Billing Services to pre-register for her services prior to your first appointment. JL Billing can be reached at **(262) 679-5040**. If any questions, problems or concerns arise regarding insurance billing claims or related issues, Dr. Cindy Solliday will defer them directly to JL Billing for remediation.

7. Super Bill Options

If you choose to take advantage of the self-pay options for Dr. Cindy Solliday's services, she can provide you with a super bill that you can submit to your insurance company for a reimbursement request from your insurance company directly to you for the fees charged for her services.

8. Contacting Dr. Cindy Solliday

Dr. Cindy Solliday is often with a patient or otherwise not immediately available by telephone. When she is not unavailable, her telephone is answered by confidential voice mail at **(262) 327-6381**. Dr. Cindy Solliday monitors her voice mail frequently and will make every effort to return your call on the same day you make it, with the exception of weekends and holidays. If it will be difficult to reach you, please inform Dr. Cindy Solliday of some times when you will be available.

Dr. Cindy Solliday is away from the office several times each year for vacations or to attend professional meetings. If she is not receiving or responding to phone or e-mail messages during those times, she will have someone cover her practice. Dr. Cindy Solliday will tell you well in advance of any anticipated lengthy absences and give you the name and phone number of a professional colleague who will be covering her practice during her absence.

9. Minors

If you are under eighteen years of age, please be aware that the law may provide your parents or legal guardians, whichever is applicable, the right to examine your treatment records. It is Dr. Cindy Solliday's policy to request an agreement from parents or legal guardians, whichever is applicable, to waive their right to access your records in order to ensure your confidence in the confidentiality of your conversations with her. If they agree, Dr. Cindy Solliday will provide them only with general information about your work with her unless she feels there is a high risk that you will seriously harm yourself or someone else. In this case, Dr. Cindy Solliday will notify them of her concern. Dr. Cindy Solliday will also provide them with a general summary of your treatment when it is complete. Before giving them any information, Dr. Cindy Solliday will discuss the matter with you, if possible, and do her best to handle any objections you may have with what she is prepared to discuss with your parents or legal guardians, whichever is applicable.

10. Professional Records

Dr. Cindy Solliday keeps brief records on each session, primarily noting the date of the session, the topics discussed, the interventions used, and progress or obstacles observed as they relate to your treatment goals. Under the provisions of the Health Care Information Act of 1992, you have the right to a copy of your file at any time. You also have the right, at your written request, to have Dr. Cindy Solliday make available to any other health care provider a copy of your file. Under the 2013 HIPPA Omnibus Rule, you have a right to receive electronic copies of your treatment records with Dr. Cindy Solliday and to restrict disclosures to a health plan concerning treatment for which you have paid out-of-pocket, in full, for her services. You also have the right to request that Dr. Cindy Solliday correct any errors in your

file. Dr. Cindy Solliday maintains your records in a secure location that cannot be accessed by anyone else. She will maintain your records for at least seven years after your last contact, after which time she may securely dispose of them.

11. Other Aspects of Your Relationship with Dr. Cindy Solliday

You have the right to ask Dr. Cindy Solliday questions about anything that happens in therapy. She is always willing to discuss how and why she has decided to do what she's doing, and to look at alternatives that might work better. You can feel free to ask Dr. Cindy Solliday to try something that you think may be helpful. You can ask Dr. Cindy Solliday about her training for working with your concerns and can request that she refer you to someone else if you decide she's not the right therapist for you. You are free to leave therapy at any time.

Dr. Cindy Solliday never engages in sexual intimacies with patients or former patients and generally avoids social and business relationships with patients or former patients. Beyond the legal and ethical considerations, the therapeutic relationship is most effective when kept free from possible outside entanglements.

12. Psychotherapeutic Touch

Physical contact within psychotherapy, even a simple hug, has sometimes been frowned upon because touch can be easily misinterpreted and feel too intimate, uncomfortable, or sexual in nature. Touching in a sexual manner within the psychotherapeutic process is not only unethical, but illegal, and will never be a part of your treatment with Dr. Cindy Solliday. There are times, however, when it is beneficial for her to hold her hands over your body or touch certain energy points on your body. The theory behind methods that include holding her hands over your body or touching these energy points is that it can assist her in identifying and shifting imbalances in your body's energy system. If in a session psychotherapeutic touch is used, you would remain fully clothed, with perhaps the exception of your shoes. Dr. Cindy Solliday would always explain ahead of time where and how she would hold her hands over your body or touch certain energy points on your body. Be forewarned, Dr. Cindy Solliday is also a "hugger" and tends to greet and say good-bye to patients with a hug. You can let her know if you are comfortable with any aspects of physical contact or not. She will always honor any requests not to touch.

Touch can also be a potential problem in a therapeutic relationship if you have had a history of paranoia, have been diagnosed with borderline personality disorder, have been sexually or physically abused, have suffered from other types of trauma, or if you tend to dissociate or detach from your sense of self. Please let Dr. Cindy Solliday know if you fall into any of these categories prior to starting your work with her. Dr. Cindy Solliday can discuss with you any emotional risks associated with touch that may be of concern to you. Furthermore, if you have any misgivings, doubts, or any negative reactions to any physical contact, it is very important that you let Dr. Cindy Solliday know as soon as possible so that she can discuss your concerns with you. If you are uncomfortable talking to Dr. Cindy Solliday, she encourages you to talk through such concerns with another professional. If you wish, Dr. Cindy Solliday can make a referral for you.

13. Discharge

You normally will be the one who decides when therapy will end, but there are three exceptions to this. If Dr. Cindy Solliday determines that she is unable, for any reason, to provide you with the services you are requesting at a high professional standard, she will

inform you of this decision and refer you to another health care professional who may better meet your needs. Second, if you verbally or physically threaten or harass her, her office staff, or her family, she reserves the right to terminate you from treatment immediately and unilaterally. Third, Dr. Cindy Solliday reserves the right to refuse or terminate a session if you or anyone in the session is suspected of being under the influence of a mood-altering substance. In such an event, you will be responsible for and charged for full payment of the normal fee.

14. Patient Code of Conduct

- You are responsible to demonstrate respect and dignity for yourself and others.
- You are responsible to be considerate of the rights of other patients and Mind-Body Solutions LLC staff.
- You are responsible for maintaining the confidentiality and anonymity of other patients. This is particularly important during group counseling. Groups are most effective when members trust that other members will not disclose to others what they hear in-group.
- You are responsible to do no harm to yourself or others. If you begin feeling like you want to harm yourself or others, discuss these feelings, thoughts, concerns and plans with Dr. Cindy Solliday immediately.
- You are responsible to **not** bring or have in your possession **any** alcohol, drugs, or illegal substances, weapons or harmful items on Mind-Body Solutions LLC property.
- You are responsible for respecting the property and rights of all other patients and Mind-Body Solutions LLC staff.
- You are expected to attend all sessions and to comply with the 24-hour cancellation policy.
- You are responsible for paying all fees for services provided, in full, at the time of service unless we have agreed to other arrangements beforehand, in writing.

VIOLATIONS OF THE PATIENT CODE OF CONDUCT CAN LEAD TO IMMEDIATE TERMINATION OF SERVICES

Mind-Body Solutions LLC

Cindy Solliday, PhD, DCEP, CBP

Licensed Psychologist, WI License # 2410-057

12802 W. Hampton Avenue, Butler, WI 53007-1606, Phone: (262) 327-6381

Email: drcindy@mind-bodysolutions.com www.mind-bodysolutions.com

Patient Rights & Grievance Procedures

**PATIENT INFORMED CONSENT & DISCLOSURE STATEMENT
AGREEMENT FOR PSYCHOTHERAPY SERVICES**

A Review of Patient's Rights

When you receive any type of psychotherapy related service you have the following rights under Wisconsin Statute sec. 51.61 (1) and DHS 94, Wisconsin Administrative Code.

Personal rights

- You must be treated with dignity and respect, free from any verbal, physical, emotional or sexual abuse.
- You have the right to have staff make fair and responsible decisions about your treatment and care.
- You may not be treated unfairly because of your race, national origin, sex, age, religion, disability, or sexual orientation.
- You may not be filmed, taped, or photographed unless you agree to it.

Treatment rights

- You have the right to information, and are entitled to know the benefits, risks, including alternatives to and possible side effects of treatment as well as financial costs of treatment.
- You must be provided prompt and adequate treatment appropriate for you.
- You must be allowed to participate in the planning of your treatment and care.
- No treatment or medication may be given without your written, informed consent, unless it is needed in an emergency to prevent serious physical harm to you or others, or a court orders it. [If you have a guardian, however, your guardian may consent to treatment and medications on your behalf.]
- You may not be given unnecessary or excessive medication.
- You have a right to the least restrictive conditions to achieve your treatment goals.
- You have the right to be free from physical restraint unless to prevent harm to self or other.
- You have the right to not be the subject of research without your consent.

Records access and privacy rights

- Your treatment information must be kept private (confidential), unless the law permits disclosure.
- Your records may not be released without your consent, unless the law specifically allows for it.

- You may ask to see your records. You must be shown any records about your physical health or medications.
- Staff may limit how much you may see of the rest of your treatment records while you are receiving services. You must be informed of the reasons for any such limits. You may challenge those reasons through the grievance process.
- After discharge, you may see your entire treatment record if you ask to do so.
- If you believe something in your records is wrong, you may challenge its accuracy. If staff will not change the part of your record you have challenged, you may file a grievance and/or put your own version in your record.
- A copy of sec. 51.30 Wis. Stats. and/or HFS 92, Wisconsin Administrative code, is available upon request.

Grievance Procedure and Rights of Access to Courts

- Before treatment is begun, you must be informed of your rights and how to use the grievance process.
- If you feel your rights have been violated you may file a grievance with any staff member.
- You may not be threatened or penalized in any way for presenting your concerns informally by talking with staff, or formally by filing a grievance.
- You may, instead of filing a grievance or at the end of the grievance process, or any time during it, choose to take the matter to court to sue for damages or other court relief if you believe your rights have been violated.

Formal Grievance Resolution Stages:

Informal Discussion (Optional)

If you are unhappy with the way your services with Dr. Cindy Solliday are preceding, she hopes that will talk about it with her so that she can respond to your concerns directly. She will take such concerns seriously and meet them with care and respect. You are also free to discuss any complaints about her with anyone you wish. You do not have any responsibility to maintain confidentiality about what Dr. Cindy Solliday says or does in sessions. You are the person who has the right to decide what you want kept confidential. If you believe that Dr. Cindy Solliday has been unwilling to listen and respond, or that she has behaved unethically, you can register a formal complaint about her behavior as detailed below.

Grievance Investigation--Formal Inquiry

- If you want to file a formal grievance, you should do so within 45 days of the time you become aware of the problem. Mind-Body Solutions LLC may grant an extension beyond the 45-day time limit.
- Mind-Body Solutions LLC will investigate your grievance and attempt to resolve it.
- Unless the grievance is resolved informally, Mind-Body Solutions LLC will write a report within 30 days from the date you filed the formal grievance. You will get a copy of the report.
- If you and Mind-Body Solutions LLC agree with the report and recommendations, the recommendations shall be put into effect within an agreed upon time frame.
- You may file as many grievances as you want. However, Mind-Body Solutions LLC will usually only work on one at a time. Mind-Body Solutions LLC may ask you to rank them in order of importance.

Mind-Body Solutions LLC's Decision

- If the grievance is not resolved through the report, Mind-Body Solutions LLC or its designee shall prepare a written decision within 10 days of receiving the report. You will be given a copy of the decision.

Independent Professional Colleague Review

- If you are not happy with Mind-Body Solutions LLC's decision, you can contact another licensed professional for a second opinion and/or independent grievance review.
- You must seek this independent professional colleague review within 14 days after receipt of Mind-Body Solutions LLC's decision.
- Dr. Rebecca C. Anderson, Licensed Psychologist with the state of Wisconsin, has agreed to provide her professional assistance with grievance reviews for Mind-Body Solutions LLC as a practicing independent professional colleague of Dr. Cindy Solliday
- You may ask Mind-Body Solutions LLC to forward your request for an independent professional colleague grievance review to Dr. Anderson or you may send it yourself.
- Dr. Anderson can be reached at (414) 955-7606 or rsanders@mcw.edu
- Dr. Anderson will provide her opinion and/or the results from her independent professional colleague grievance review within 30 days of your request.

County Level Review

- If you are receiving services from a county agency, or a private agency and a county agency is paying for your services, you may also appeal Mind-Body Solutions LLC's decision to the County Agency Director. You must make this appeal within 14 days of the day you receive Mind-Body Solutions LLC's decision. You may ask Mind-Body Solutions LLC to forward your grievance or you may send it yourself.
- The County Agency Director must issue his or her written decision within 30 days after you request this appeal.

State Licensing Board Review

- If your grievance went through the independent professional colleague and county level of review and you are dissatisfied with their decisions, you may appeal it to the State Licensing Board.
- You must appeal to the State Licensing Board within 14 days of receiving the decision from the previous appeal level. You may ask Mind-Body Solutions LLC to forward your grievance to the State Licensing Board or you may send it yourself. The address is: Department of Safety and Professional Services, P.O. Box 8935, Madison, WI 53708-8935. You can also contact the Department of Safety and Professional Service by phone at: (608) 266-2264.

Final State Review

- Both parties have 14 days of receipt of the written decision of the State Licensing Board to request a final state review by the Administrator of the Division of Mental Health and Substance Abuse Services (DMHSAS) or designee. Send your request to the DHS Administrator, P.O. Box 7851, Madison, WI 53707-7851.

You may ask for Mind-Body Solutions LLC for assistance if you would like to file a grievance or learn more about the grievance procedure at any time.