

RIGHTS & CONSENT TO TREATMENT

- You have the right to be respected as an individual, regardless of your gender, race, religion, sexual orientation, or disability status.
- You have the right to be treated in accordance with professional and ethical standards of conduct.
- You have the right to confidentiality. We will not disclose any information outside of the Chrysalis Center without your written consent. Clinical records will be maintained in a secure, locked environment. Please be advised that state law requires that confidentiality be broken in certain emergency situations, such as to protect you or someone else from imminent danger, to report child or elder abuse, or if mandated by a court order. We will not sell your information to anyone for any reason.
- I understand that if Chrysalis shares any information, we will adhere to the “minimum necessary” rule to protect your confidentiality and we will not share Psychotherapy Notes with any third parties.
- You have the right to discontinue therapy at any time. However, it is expected that you will confer with your therapist rather than end treatment abruptly. If you decide to discontinue treatment, you have the right to request a treatment summary and referrals to other professionals.
- I understand that sessions run for 45-50 minutes and will not be extended to accommodate tardy clients. In addition, if your session runs beyond the allotted time (such as in an emergency situation), your fee will be adjusted accordingly.
- I consent to take part in treatment with this clinician. I understand that it is in my best interest to actively participate in treatment and follow treatment recommendations.
- I understand that there is no guarantee that any particular outcome will result from treatment.
- I understand and give my consent for the Chrysalis Center clinical staff to consult with each other as needed in order to provide me with the most effective, ethical treatment possible. The clinicians and nutritionists actively collaborate and consult about mutual cases, as well as share clinical notes.
- I understand that my therapist may consult and share clinical information with her supervisor and/or clinical board and/or university in order to provide legal and ethical treatment. She may also do so to meet the requirements set forth for licensure or certification. If I am being seen by an intern, I understand that they are not yet licensed and are practicing under the auspices of their graduate program, not Chrysalis Center.
- I understand that all communications with Chrysalis staff, including digital interactions, will be part of my clinical record. Any digital communication will be limited to that which does not compromise the clinical relationship or professional and ethical standards. I will discuss appropriate ways to use digital technology with my clinician. I understand that any communication via social media is prohibited. If I choose to communicate via digital media (cell phones, text, email, etc.), I understand that the confidentiality of these interactions cannot be guaranteed, although any Chrysalis-based digital communications will utilize appropriate security measures.

I have read and understood this document and will address any concerns or questions with my therapist and/or the office manager. Chrysalis Center reserves the right to change this agreement as necessary and in accordance with all applicable laws. Current copies of this agreement can be requested anytime and are available on our website.

Client/Representative Signature _____

Date _____

I have addressed the client's/parent's/guardian's concerns and/or questions. The client appears fully competent to give informed consent.

Clinician Signature _____

Date _____

**ACKNOWLEDGEMENT OF RECEIPT - NOTICE OF PRIVACY PRACTICES
& CONSENT TO USE AND DISCLOSE YOUR HEALTH INFORMATION**

This form is an agreement between you, _____, and Chrysalis Center. When we use the word “you” below, it can mean you, your child, a relative or other person if you have written his or her name(s) here

_____.

When we examine, test, diagnose, treat, or refer you we will be collecting what the law calls Protected Healthcare Information (PHI) about you. We need to use this information to decide what treatment is best for you and to provide any treatment to you. We may also share this information with others who provide treatment to you, with others who need it to arrange payment for your treatment, or with others for other business or government functions. By signing this form you are agreeing to let us use your information and send it to others under the circumstances described in our Notice of Privacy Practices. Please read this Notice before you sign this form; it explains in more detail your rights and how we can use and share your information.

In the future we may change how we use and share your information; therefore our Notice of Privacy Practices may change. If this occurs, you can get an updated copy from our website, www.chrysaliscenter-nc.com, or by calling us at 910-790-9500. If you have any questions regarding the Notice or your privacy rights, you can also contact Kaitlyn Patterson, MA, LPA, Privacy Officer, at kaitlyn.patterson@chrysaliscenter-nc.com or at the address listed below.

Please note that it is your right to protect your information. If you have concerns about the use or share of your information for treatment, payment, or administrative purposes, please submit a written request to our Privacy Officer at Chrysalis Center about these concerns. (Although we will try to respect your wishes, we are not required to agree to these limitations.) Furthermore, you have a right to revoke this consent after you have signed it (by submitting a letter to the Privacy Officer). Any information used or shared prior to annulment of this consent cannot be changed.

If you are concerned about some of your information, you have the right to ask us to not use or share some of your information for treatment, payment or administrative purposes. You will have to detail what you want in writing. Although we will try to respect your wishes, we are not required to agree to these limitations; more information about these limitations is detailed in the Notice of Privacy Practices. If you object to any of these practices, you may discuss them with our staff and/or provide written documentation of your concerns. After you have signed this consent, you have the right to revoke it (by writing a letter to our Privacy Officer telling us you no longer consent) and we will comply with your wishes as thoroughly as we are able to do so under the law.

I hereby acknowledge that I have received and have been given an opportunity to read a copy of Chrysalis Center’s Notice of Privacy Practices. My signature indicates that I have reviewed this notice, understand its content, and agree to its stipulations.

Signature: _____

Date: _____

Printed Name: _____

Date of Birth: _____

Relationship to Client (if guardian or representative): _____

If you are signing as a personal representative of an individual, please describe your legal authority to act for this individual (relationship to the client, power of attorney, healthcare surrogate, etc.).

I would like to opt out of receiving any fundraising, business or marketing communications from Chrysalis.

If you do not sign this consent form agreeing to what is in our Notice of Privacy Practices we cannot treat you.

Client Refuses to Acknowledge Receipt:

Signature of authorized representative of this office or practice: _____

OFFICE PROCEDURES AND FINANCIAL AGREEMENT

Please read, initial, complete, and sign below. You may request a copy for your records.

Chrysalis is a business office where a number of mental health professionals, registered dietitians, and a psychiatric provider practice. Your contract for services is with our office and applies to any and all providers you may see here.

APPOINTMENTS: All office visits are by appointment and scheduled through our administrative staff. Please arrive on time, as you cut down on your appointment time when you arrive late. Appointment lengths vary depending on the type of provider seen. If you arrive more than 15 minutes late for a 50 minute appointment or 7 minutes late for a 30 minute appointment, you will be asked to reschedule your appointment, which will result in a late cancellation charge.

RECORDING DEVICES: The use of recording devices by clients, clinicians, and other persons present during a session, group or other clinical interaction, whether face-to-face or taking place by live textual, audio, or video link is strictly prohibited. Administrative calls may be monitored for quality assurance.

BLUEPRINT: Blueprint respects the privacy of all users and will never sell any personally identifiable data. You own your data at all times and can always request your data and account to be deleted by sending an email to support@blueprint-health.com with the subject of "Account Deletion." You can view Blueprint's privacy policy in detail at www.blueprint-health.com/privacy. Measuring your progress through Blueprint may be considered a billable service by your provider towards your insurance plan and as a result may result in additional co-payments, amounts applied to deductibles, and other amounts that may be deemed the responsibility of the patient as required by contract with the insurance plan and state regulations.

PAYMENT: Payment is required at the time services are rendered, whether you are a self-pay client or have insurance coverage. Acceptable methods of payment include cash, check, VISA or Master Card. *The fee for returned checks is \$35. If a check is returned, you will be asked to arrange another method of payment.*

All clients are required to place a credit card on file in order to facilitate collection of payment. If estimated payment (copay, deductible, coinsurance, cash rates) is not received by the end of the date of service, the card on file will be charged. In the case that insurance reimburses different amounts than the estimated payment (copay, deductible, coinsurance, cash rates) taken, credits and debits will be applied to the card as necessary. If the card declines, you will have until one business day prior to your next appointment to provide current and valid card information or your scheduled session will be canceled and payment in full will be required before you can reschedule. A patient portal via our electronic medical records system will be provided to view and track payments.

Name (as it appears on the card): _____

Card Number: _____

Phone number of credit card holder: _____ Billing Zip code: _____

Expiration Date: _____ CVV/CVC: _____

Late cancellations/No shows: For a missed or late cancelled appointment, you will be charged up to \$90 for the appointment. Please note: both clinical and nutritional appointments must be cancelled no less than one business day before the scheduled appointment. Please be advised that reminders are a courtesy, and you will be billed for late cancellations and no-shows regardless of whether or not you received the reminder message. Repeated late cancellations and/or no-shows may result in dismissal from treatment, at our discretion.

INSURANCE: As a courtesy to you, we will bill rendered services to your insurance carrier. We do not accept Medicaid. Insurance co-payments, coinsurances, and deductible payments are due at the time of service. However, verification of eligibility and/or benefit information is not a guarantee of payment by your insurer. Your benefits will be determined once a claim is processed by your insurer, which will be based upon your eligibility and the terms of your certificate of coverage applicable on the date services were rendered. In the event of non-payment from your carrier, you are responsible for payment to Chrysalis for services rendered and you will be responsible for handling any disputes with your insurance carrier. It is your responsibility to be aware of your insurance benefits and needs for pre-authorization. Any services not covered by your insurance are your responsibility.

Unless otherwise notified, the insurance policy holder will be financially responsible for any balance on the client's account. Please make one of our administrative staff aware if the billing address is different than the home address on file.

Please note: Treatment information including diagnosis, type of treatment, costs of service, dates of service, and providers may be shared with your insurance carrier for reimbursement purposes. Please be aware that any information communicated to your carrier may affect your benefits. If you decide to file through insurance, we reserve the right to share this information with your carrier upon their request.

OUTSTANDING BALANCE: You are responsible for paying any outstanding balances due on your account. Once we receive an Explanation of Benefits from your insurance carrier, your balance may be adjusted based on your carrier's allowed amount. If an account accrues two or more unpaid sessions, ongoing services may be immediately postponed until full remittance is received. Please be advised that if Chrysalis does not receive payment in full for services rendered, your treatment may be discontinued. If you are unable to pay your balance in full, a signed *payment plan agreement* will be implemented immediately. Failure to adhere to your payment plan is grounds for discontinuation of services. If you previously discontinued your care or were discharged from treatment and you desire to resume receiving services at Chrysalis, you will be expected to remit any unpaid balance prior to being seen. Payment plans may be arranged with our administrative staff. Any balance not paid in 90 days will be subject to collections.

Late Fees: A late fee of \$25 will be charged to delinquent accounts that are not paid within 90 days of the issue date of the first bill and may also be referred to a third-party collection agency. You will continue to be responsible for all associated collections and fees.

ADDITIONAL SERVICES: In some circumstances, depending on the time involved and nature of task, you may be charged for additional services, such as extended sessions, scoring psychological testing, preparing a psychological report, writing letters of advocacy or documentation on your behalf, extensive clinical coordination, and extended consultations with other providers regarding your treatment. Phone calls that are extended and/or that constitute therapy may require an additional fee. These additional services will be charged up to \$100/hour.

Testing Fees: Charges for psychological testing apply to all tests taken and scored. Sometimes, insurance companies do not reimburse for testing. In this event, you will be responsible for uncovered testing costs at our self-pay rate.

Conjoint Sessions (with more than one therapist): Conjoint sessions will be billed according to your benefits, which may result in a self-pay rate.

Please note: No provider at Chrysalis will fill out any disability forms (FMLA, short or long term, etc.) for clients who are not already established at Chrysalis (5+ sessions with one provider), and at the clinician's discretion. We will send records as requested to other providers or agencies with a valid Release of Information on file. If records are sent, there may be a \$25 administrative fee associated with sending the records or filling out any paperwork for a third party.

Changes to the Policy: Chrysalis Center reserves the right to change this agreement as necessary and in accordance with all applicable laws. Current copies of this agreement can be requested anytime and are available on our website.

Please initial at each line and sign below to indicate that you have read, understood, and agree to the above policies. For minors, parent/guardian must sign.

_____ I have read, understand, and agree to the above policies.

_____ I authorize Chrysalis to release any information acquired in the course of my therapy to my insurance company as needed.

_____ I understand my insurance coverage is a relationship between me and my insurance company and I agree to accept financial responsibility for payment of charges incurred.

_____ I have been offered a copy of these policies to take with me if I desire.

_____ I understand that the credit card on file will be charged for services rendered if I do not make alternative arrangements at time of service

_____ I have discussed these policies and addressed concerns and questions with the administrative staff if needed. Initial and date by administrative staff if questions were addressed: _____

Signature of Client

Date

Please initial at each line and sign below to indicate that you have read, understood, and agree to the above policies. For minors, parent/guardian must sign.

Communications Policy

Contacting Providers

When you need to contact your provider for non-emergent situations, these are the most effective ways to get in touch in a reasonable amount of time:

- By phone (910-790-9500). Our clinicians do not have direct voicemails, but you can leave a message or leave a confidential voicemail with our administrative staff.
- If you wish to communicate by email, please discuss further with your clinician. Please review the Rights and Consents about the potential confidentiality risks of doing so

Please refrain from making contact with any member of your treatment team using social media messaging systems. Any communication through social media is strictly prohibited as it can create significant security risks for clients.

Please refrain from contacting you provider using SMS (normal phone text messages).

Your provider may utilize HIPAA-compliant mobile and web platforms (e.g., Blueprint, Recovery Record) to support therapeutic goals and measure treatment progress.

- These services are HIPAA-compliant to keep patient information secure even when shared with treatment teams.
- These platforms do not give medical, legal, or psychological advice, diagnoses, or treatment. These services may provide helpful Health-Related Information, but are not intended to substitute for professional advice, diagnoses, treatment, or your judgment.
- Under no circumstances should these services be used to report emergencies to your providers. Chrysalis providers will not be monitoring these services at all times.

Confidentiality is vital to therapy. Please speak with your provider about any concerns you have regarding preferred communication methods.

Response Time

Our office is open Monday-Thursday 8:30am-5pm and Fridays 8:30am-4pm. Our administrative and clinical staff may not be able to respond to your messages and calls immediately. For voicemails and other messages, you can expect a response within *48 hours* (weekends are excepted from this timeframe). It is likely you will receive a reply more quickly than that, but please be aware that this will not always be possible.

Be aware that there may be times when your clinician may be unable to receive or respond to messages, such as when out of cellular range or out of town.

Emergency Contact

If you are ever experiencing an emergency, including a mental health crisis, please call the local police by calling 911 or go to your nearest emergency department. Possible locations include:

F	New Hanover Regional Medical Center 910-343-7000 2131 17 th St. Wilmington, NC 28401	Cape Fear Hospital 910-452-8100 5301 Wrightsville Ave. Wilmington, NC 28403
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Following your call to 911 or your visit to your nearest emergency department, if you need to reach your provider, the best methods of communication are:

- By the main office line: 910-790-9500
- If you cannot reach someone by phone, please leave a voicemail

Disclosure Regarding Third-Party Access to Communications

Please know that if we use electronic communications methods, such as email, texting, online video, and possibly others, there are various technicians and administrators who maintain these services and may have access to the content of those communications. In some cases, these accesses are more likely than in others. While we take precautions whenever possible to ensure the confidentiality of communication through these methods, we cannot always guarantee your confidentiality. Use of these modes of communication implies your understanding and consent to this limitation of confidentiality. Of special consideration are work email addresses. If you use your work email to communicate with me, your employer may access our email communications. There may be similar issues involved in school email or other email accounts associated with organizations that you are affiliated with. Additionally, people with access to your computer, mobile phone, and/or other devices may also have access to your email and/or text messages. Please take a moment to contemplate the risks involved if any of these persons were to access the messages we exchange with each other.

I have read and understood this document and will address any concerns or questions with my therapist and/or the practice manager. Chrysalis Center reserves the right to change this agreement as necessary and in accordance with all applicable laws. Current copies of this agreement can be requested anytime.

Client/Representative Signature _____

Date_____



3240 Burnt Mill Drive ▪ Suite 1 ▪ Wilmington, NC 28403 ▪ Tel: 910-790-9500 ▪ Fax: 910-796-8111

*Insurance is filed as a courtesy. All unpaid balances will be the responsibility of the client. It is the client's responsibility to notify Chrysalis of any information that has changed.

Please Note: Your insurance carrier requires us to gather this information in order to use your benefits, and the following information is not available on your insurance card. You must complete all fields on both pages of this form. If you do not provide us with accurate information, your claims may not be processed appropriately, and you will be charged the full rate for services already rendered.

_____ Please initial if you do not want to use your insurance benefits; you will be charged the self-pay rate for services.

INSURANCE INFORMATION

Client Information:

Full Name (Including Middle): _____
Address: _____
Telephone: _____ Date of Birth: _____
Social Security Number: _____ Relationship to Policy Holder: _____

Primary Insurance Information (family member whose insurance you are covered by):

Policy Holder's Full Name (Including Middle): _____
Policy Holder's Address: _____
Policy Holder's Telephone: _____ Policy's Holder's Date of Birth: _____
Policy Holder's Social Security Number: _____
Employer's Name: _____
Insurance Plan Name: _____
Subscriber Number of Member ID Number: _____
Group Number: _____

Secondary Insurance Information (If applicable):

Policy Holder's Full Name (Including Middle): _____
Policy Holder's Address: _____
Policy Holder's Telephone: _____ Policy's Holder's Date of Birth: _____
Policy Holder's Social Security Number: _____
Employer's Name: _____
Insurance Plan Name: _____
Subscriber Number of Member ID Number: _____
Group Number: _____

I have read and completed the information above and verify that it is correct. I understand that it is my responsibility to update Chrysalis with any change in insurance information.

Name of Client (printed)

Date

Signature



Chrysalis

CENTER FOR COUNSELING AND
EATING DISORDER TREATMENT

3240 Burnt Mill Drive ▪ Suite 1 ▪ Wilmington, NC 28403 ▪ Tel: 910-790-9500 ▪ Fax: 910-796-8111

CONFIDENTIAL CLIENT INFORMATION

(nutritional counseling only)

Welcome to Chrysalis Center. Please complete the front and back of each page to help your clinician provide appropriate services. In accordance with our professional codes of ethics and state and federal laws, any information you provide is strictly confidential. ***These forms must be completed in their entirety prior to your first appointment, or you will not be able to see a provider at Chrysalis Center at that time.***

Demographic Information:

Name: _____ SSN: _____ Preferred Name: _____

Pronouns: _____ Gender: _____ Preferred Language: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Email Address: _____

Primary Phone: _____ Is it okay to leave a message? Yes No

Date of Birth: _____ Age: _____ Race: _____ Ethnic

Group: _____ Religious Preference: _____

Relationship status: ___ Single ___ Cohabiting ___ Married ___ Separated ___ Divorced ___ Widowed

Emergency Contact: _____ Telephone: _____

Relationship to you: _____

Parent/Guardian Name (if relevant): _____

Address: _____ Telephone: _____

Referral/Clinical Information:

How did you find out about our services? _____

What type of services are you seeking/expecting? (Please check all that apply to you)

_____ Individual Counseling

_____ Bariatric Evaluation

_____ Group Counseling

_____ Assessment

_____ Couples/Family Counseling

_____ Intensive Outpatient Program

_____ Nutritional Counseling

Employment/Education Information:

Are you currently employed? Yes No

If yes, where are you employed? _____

What is your job title? _____

Highest Level of Education Completed: _____

Are you currently a student? Yes No

If yes, where? _____ Year _____ Major _____

Nutrition Counseling History:

Have you ever met with a nutritionist before? Yes No If Yes:

Name of nutritionist(s): _____

Presenting problem: _____

When and why did you stop? _____

Health Information:

Please list any chronic illnesses, injuries, physical conditions or disabilities: _____

Allergies/Adverse Reactions to Treatment: _____

Primary Care Physician Name: _____

Telephone: (_____) _____ Address: _____

Current Medications

Supplements & Vitamins Daily Dose Start Date Name of Prescriber

Supplements & Vitamins	Daily Dose	Start Date	Name of Prescriber

Weight and Exercise History

How tall are you? _____ Current Weight _____ Desired Weight _____

Lowest Weight _____ Date/age of this weight _____

Highest Weight _____ Date/age of this weight _____

How often do you weigh yourself? _____

Briefly describe any diets you have tried and how long you followed them: _____

Briefly describe your exercise habits (current and past): _____

Please list any nutrition/eating pattern/exercise goals that you hope to achieve as a result of nutritional counseling. Also, please include any other information when you feel would be helpful.

Check below if you or any family member(s) are currently experiencing or have experienced any of the following?

	Self	Family		Self	Family
Anemia	_____	_____	Chronic Health Problems	_____	_____
Anorexia Nervosa	_____	_____	Emotional Problems	_____	_____
Binge Eating	_____	_____	Workaholism	_____	_____
Bulimia Nervosa	_____	_____	Nervous Breakdown	_____	_____
Cancer	_____	_____	Alcohol Abuse	_____	_____
Compulsive Overeating	_____	_____	Drug Abuse	_____	_____
Diabetes	_____	_____	Sexual Abuse	_____	_____
Diverticulitis	_____	_____	Emotional Abuse	_____	_____
High Blood Pressure	_____	_____	Physical Abuse	_____	_____
High Cholesterol	_____	_____	Rape	_____	_____
Heart Disease	_____	_____	Anxiety/ Panic Disorder	_____	_____
Hypoglycemia	_____	_____	Depression	_____	_____
Intestinal Problems	_____	_____	Mood Swings	_____	_____
Irritable Bowel	_____	_____	Bipolar Disorder	_____	_____
Laxative/Diuretic Use	_____	_____	Stealing / Shoplifting	_____	_____
Obesity	_____	_____	Suicide attempt/ideation	_____	_____
Other _____			Psychiatric Hospitalization	_____	_____

Food Allergies: _____

Food Intolerances: _____

Foods Avoided: _____

Is there any other relevant information that we have not asked about?
