



OFFICE POLICIES AND INFORMED CONSENT

Services Offered

Tranquil Core provides psychotherapy to individuals ages 12 & up, family, therapy, group therapy, and clinical consultation. Sakeenah Hakim, LCSW is the CEO and Psychotherapist of Tranquil Core. The theoretical approaches utilized include attachment theory, narrative theory, and trauma informed care. Sakeenah also utilizes a strength based and holistic approach that emphasizes mindfulness and recognizes the effects of trauma on behavior and development.

I provide non-emergency psychotherapeutic services by scheduled appointment. Individual therapy services are offered in an office setting, home based setting, and teletherapy. The individual therapy settings are on a case-by-case basis. Client files are stored in a locked file and/or electronically on a secured database.

I am requesting that you read and sign this Informed Consent to acknowledge your understanding of my office policies. Your signature does not bind you to therapy. It does make you responsible for any charges incurred.

Hours of Operation

My office hours are by appointment only. You may make appointments and contact me by phone at (323) 898-7695 or email at tranquilcorelcsw@gmail.com

Telephone Calls: Any telephone call, which results in more than a 20-minute conversation will be considered a session and will be billed to your card on file. If our telephone conversation lasts more than 30 minutes, I will suggest you schedule a face-to-face appointment.

E-mail: You may also write to me at tranquilcorelcsw@gmail.com If you request a reply, please note that in your e-mail. The reply may come in approximately 24 to 48 hours. It is not my policy to communicate with clients via email unless it pertains to initial contact or scheduling appointments. If you do choose to communicate with this counselor regarding your personal health information via email, I cannot ensure the confidentiality of these communications. I cannot also ensure that electronic communications will be returned in a timely manner. Email communication should not be used for emergency treatment purposes. Any email you send to this therapist will become a part of your health record.

Emergencies

For contact between appointments, please indicate in your message that the contact is urgent. I will attempt to return your call/email within 24 hours. You may reach me in the following ways: Phone (323) 898-7695 or email tranquilcorelcsw@gmail.com to relay urgent matter or to make or cancel an appt. I am not available for emergencies. If a life-threatening situation arises, please call 911 immediately.



In emergency situations regarding safety for yourself and others, I may contact police, the hospital, or emergency point of contact you provided.

Termination

Termination is often determined through the ongoing assessment of treatment plan goals. However, if I believe your psychotherapeutic issues are above my level of competence, or outside my scope of practice, I am legally required to refer, terminate, or consult. You have a right to terminate therapeutic services at any time.

Litigation

Sakeenah Hakim, LCSW is Licensed Clinical Social Worker/Therapist, who provides clinical services to parents, families and children. This clinical work takes the form of individual counseling, marital counseling, and services to children. In my clinical role, I cannot assist my clients in divorce or custody litigation, and I disclose this fact to each client and client family who come to me for services. As a Licensed Clinical Social Worker/Therapist, I cannot disclose any marital therapy, couples counseling or family therapy information without the consent of all my clients. I will not write any reports for Court or testify for litigations.

Payment

Payment is due at the time of service. Due to the range in psychotherapy services and particular settings, fees are as follows: Individual Therapy (50 minutes) - \$120; Family Therapy (50 minutes) - \$170; Group Therapy (60 – 75 minutes) - \$35- \$50; Phone calls over 20 minutes are charged a pro-rated rate. Phone calls will be billed with payment information on file. Administrative requests are also susceptible to pro-rated costs.

Any unpaid balances over 60 days, will be subject to a 1.5% per month interest charge and I reserve the right to use a third party collection agency to secure payment. For your convenience, I accept Cash and All Major Credit Cards.

Sessions/Missed Appointments/Cancellations

A session is generally 50 minutes in length. Missed appointments are an inconvenience to me and to someone else that may have needed that appointment time. I ask that you please, cancel your schedule appointment at least 48 hours in advance. If you are late for a scheduled appointment, your appointment time will be cut short. If you are more than 30 minutes late, your appointment may have to be rescheduled. There is a \$50.00 fee for late cancellations and missed appointments less than 48 hours notice. Exceptions are given only in cases of extreme emergencies or inclement weather.

Insurance

Tranquil Core does not accept insurance. All clients are responsible for payment. A superbill will be provided to the client upon request if they seek to get reimbursement from their insurance.



CLIENT RIGHTS AND CONFIDENTIALITY

Client Rights

In a professional relationship, sexual intimacy is never appropriate and should be reported to the board that licenses, registers, or certifies the licensee, registrant or certificate holder.

You are entitled to receive information from your therapist about the methods of therapy, the techniques used, the duration of your therapy (if known), and the fee structure. You can seek a second opinion from another therapist or terminate therapy at any time. In your intake forms, you will receive a Fee Structure as well as information concerning techniques and methods of treatment.

There may be times when I need to consult with a colleague or another professional about issues raised by clients in therapy. Client confidentiality is still protected during consultation by me and the professional consulted. Signing this disclosure statement gives me permission to consult as needed to provide professional services to you as a client.

In marriage and family counseling, the therapist holds to a “no secrets” policy. All members of the couple or family system are treated equally and “secrets” are not kept by the therapist. There is no differential or discriminatory treatment of family members.

Limits of Confidentiality:

What you discuss during your therapy session is kept confidential. No contents of the therapy sessions, whether verbal or written may be shared with another party without your written consent or the written consent of your legal guardian. The following is a list of exceptions:

Duty to Warn and Protect

If you disclose a plan or threat to harm yourself, the therapist must attempt to notify your family and notify legal authorities. In addition, if you disclose a plan to threaten or harm another person, the therapist is required to warn the possible victim and notify legal authorities.

Abuse of Children and Vulnerable Adults

If you disclose, or it is suspected, that there is abuse or harmful neglect of children or vulnerable adults (i.e. the elderly, disabled/incompetent), the therapist must report this information to the appropriate state agency and/or legal authorities.

Prenatal Exposure to Controlled Substances

Therapists must report any admitted prenatal exposure to controlled substances that could be harmful to the mother or the child.



Minors/Guardianship

Parents or legal guardians of non-emancipated minor clients have the right to access the clients' records.

Insurance Providers

Insurance companies and other third-party payers are given information that they request regarding services to the clients.

Warning Regarding HIPPA and Email/Text Communications

Tranquil Core takes every step possible to maintain your privacy and to stay compliant with all HIPPA laws. However at this time in technology it is not possible to ensure complete privacy between you and our practice for email and text communications. In other words if you are to text or email any of your mental health information or photos to our practice it cannot be guaranteed that all of the information is compliant with HIPPA privacy laws and it is possible that some of it could be inadvertently exposed.

For this reason we want to make clear that HIPPA compliance is not possible for all text and emails between you and either Sakeenah Hakim, LCSW or any of her associated and you should be warned of the possibility of sensitive information being unprotected. Your signature below memorializes your understanding of this important issue.

If you have any questions or would like additional information, please feel free to ask during the initial session or anytime during the psychotherapy process.

I have read the preceding information, or it has also been explained to me orally by the therapist, and I understand my rights as a client or as the client's responsible party.

Print Client's Name

Date of Birth

Client's or Responsible Party's Signature

Date