**YAKAMA NATION BEHAVIORAL HEALTH SERVICES**

**PROVIDER-CLIENT SERVICES AGREEMENT**

Welcome to Yakama Nation Behavioral Health Services. This document 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 federal law that provides privacy protections and patient 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 for use and disclosure of PHI for treatment, payment, and health care operations. The Notice 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. When you sign this document, it will also represent an agreement between us.

**BEHAVIORAL HEALTH SERVICES**

Behavioral health services (including but not limited to psychotherapy) are 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 we may use to deal with the problems that you hope to address. Behavioral Health Services is not like a medical doctor visit. Instead, it calls for a very active effort on you part. In order for our services to be most successful, you will have to work on things we talk about both during our appointments and at home.

Behavioral Health Services can have benefits and risks. Since our work together 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, there can be many benefits to our work together. It can lead to better relationships, solutions to specific problems you are struggling with, and significant reductions in feelings of distress. However, there are no guarantees of what you will experience.

Our first few appointments will involve an evaluation of your needs. By the end of the evaluation, we will be able to offer you some first impressions of what our work will include and, if applicable, a treatment plan to follow, if you decide to continue receiving behavioral health services. You should evaluate this information along with your own opinions of whether you feel comfortable working with us. This work involves a large commitment of time and energy and if you have questions about our procedures, we should discuss them whenever they arise. If your doubts persist, we will be happy to help you set up a meeting with another behavioral health professional for a second opinion.

**MEETINGS**

During your first appointment, you and your provider can both decide if the assigned provider is the best person to provide the services you need in order to meet your goals. Appointment length can vary depending on which type of service you are receiving. For example, if you begin psychotherapy you will usually schedule one 50-minute appointment per week at a time agree on, although some sessions may be longer or more frequent. Once an appointment is scheduled, regardless of appointment type or length, you will be responsible for calling to cancel or reschedule if you know you cannot make the scheduled appointment.

**CONTACTING A PROVIDER**

Due to different work schedules, Providers my not be immediately available by telephone. While we are usually in our office between 8 AM and 5 PM, we probably will not answer the phone when we are with other clients. When we are unavailable the front desk staff or the provider’s voicemail will answer the telephone. We 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 difficult to reach, please inform us of some times when you will be available. If you are unable to reach your Provider and feel that you can’t wait for staff to return your call, contact your family physician or the nearest emergency room. You can also call the Yakima

County 24-hour line at (800) 572-8122. If we are unavailable for an extended time, YNBHS 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 patient and a provider in most situations. We can only release information about your treatment to others if you sign a written Authorization form that meets certain legal requirements imposed by state law and/or HIPAA. With your signature on a proper Authorization form, we may disclose information in the following situations.

* We may occasionally find it helpful to consult other health and behavioral health professionals about a case. If we consult with a professional who is not involved in your treatment, we make every effort to avoid revealing your identity. These professionals are legally bound to keep the information confidential. If you don’t object, we will not tell you about these consultations unless we feel that it is important to our work together. We will note all consultations in your Clinical Record.
* You should be aware that we practice with other behavioral health professionals and that we have administrative staff meetings in most cases. We need to share protected information with these individuals for both clinical and administrative purposes, such as scheduling, billing, and quality assurance. All of the behavioral 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 office without the permission of a professional staff member.
* If you are involved in a court proceeding and a request is made for information concerning the professional services YNBHS provided you, such information is protected by the therapist-patient privilege law. We cannot provide any information without 1) your written authorization, 2) you informing me that you are seeking a protective order against my compliance with a subpoena that has been properly served on me and of which you have been notified in a timely manner, or 3) a court order requiring the disclosure. If you are involved in or contemplating litigation, you should consult with your attorney about likely required court disclosures.

There are some situations where we are permitted or required to disclose information without either your consent or authorization.

* If a government agency is requesting the information for health oversight activities, we may be required to provide information to them.
* If a client files a complaint or lawsuit against their provider, we may disclose relevant information regarding that client in order to defend the provider.
* If a client files a worker’s compensation claim, and the services we are providing are relevant to the injury for which the claim was made, we must, upon appropriate request provide a copy of the client’s record to the client’s employer and the Department of Labor and Industries.

There are some situations in which we are legally obligated to take actions, which we believe are necessary to attempt to protect others from harm and we may have to reveal some information about a client’s treatment.

* If we have reasonable cause to believe that a child has suffered abuse or neglect, the law requires that we file a report with appropriate government agency. Once such a report is filed, we may be required to provide additional information.
* If we have reasonable cause to believe that abandonment, abuse, financial exploitation, or neglect of a vulnerable adult has occurred, the law requires that we file a report with the appropriate government agency. Once such a report is filed, we may be required to provide additional information.
* If we reasonably believe that there is an imminent danger to the health or safety of the client or any other individual, we may be required to take protective actions. These actions may include notifying the potential victim, contacting the police, seeking hospitalization for the client, or contacting family members or others who can help provide protection.

If such situation arises, we will make every effort to fully discuss it with you before taking any action and we will limit the disclosure to what is necessary. While this written summary of exceptions to confidentiality should prove helpful in informing you about potential situations, it is important that we discuss any questions or concerns that you may have now or in the future. The laws governing confidentiality can be quite complex, and our providers are not attorneys. In situations where specific advice is required, formal legal advice may be needed.

**PROFESSIONAL RECORDS**

The laws and standards of our profession requires that we keep Protected Health Information about you in your Client Record. Except in the unusual circumstances that we conclude that disclosure could reasonably be expected to cause danger to the life or safety of you or another or that disclosure could reasonably be expected to lead to your identification of the person who provided information to us in confidence under circumstances where confidentiality is appropriate, you may examine and/or receive a copy of your Client Record, if you request it in writing. Because these are professional records, they can be misinterpreted and/or upsetting to untrained readers. For this reason, we recommend that you initially review them in our presence or have them forwarded to another mental health professional so you can discuss the contents. If we refuse your request for access to your records, you have a right of review, which we will discuss with you upon request.

You should be aware that pursuant to HIPAA, we keep Protected Health Information about you in two sets of professional records. One set constitutes your Client Record. If includes information about your reasons for seeking services, a description of the ways in which your problem impacts your life, your diagnosis, the goals that we set for treatment, your progress towards those goals, your medical and social history, your treatment / intervention history, any past treatment records that we receive 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, if / when you receive therapy, we also keep a set of Psychotherapy Notes. These notes are for the therapists own use and are designed to assist them in providing you with the best treatment. While the contents of Psychotherapy Notes vary from client to client, they can include the contents of your conversations, the therapist’s analysis of those conversations, and how they impact your therapy. They also contain particularly sensitive information that you may reveal to me that is not required to be included in your Client Record. These Psychotherapy Notes are kept separate from your Client Record. YNBHS is taking part in suicide prevention efforts and information on treatment received and/or referrals made will be used for this purpose. No personal identifiers will be linked to these reports. While insurance companies can request and receive a copy of your Client 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.

**PATIENT RIGHTS**

HIPAA provides you with several expanded rights with regard to your Client Records and disclosures of protected health information (PHI). These rights include requesting that we amend your record, requesting restrictions on what information from your Client Records is disclosed to others; requesting an accounting of most disclosures of PHI that you have neither consented to nor authorized; determining the location to which PHI disclosures are sent; having any complaints you make about our policies and procedures recorded in your records; and the right to a paper copy of the Agreement, the Notice of Privacy Practices form, and the privacy policies and procedures. We are happy to discuss any of these rights with you.

**MINORS & PARENTS**

Patients over the age of 13 have the right to consent to and receive individual behavioral health services (including psychotherapy) and information about that treatment cannot be disclosed to anyone without the child’s agreement. Parents have the right to review the records of children under the age of 13, unless the court has denied access for good cause and/or we decide that such access is likely to injure the child, or we agree otherwise. Since parental involvement in therapy is important, for patients receiving psychotherapy, it is our policy to request an agreement between a child patient age 13 and over and his/her parents, allowing the therapist to share general information about the progress of the child’s treatment and his/her attendance at scheduled sessions. We will also provide parents with a summary of their child’s treatment when it is complete. Any other communications will require the child’s Authorization, unless we feel that the child is in danger to someone else, in which case, we will notify the parents of our concerns. Before giving parents any information, we will discuss the matter with the child if possible, and the therapist will do their best to handle any objections he/she may have.

**Cost of Treatment**

As a patient receiving services from YNBHS, enclosed are your options for payment:

1. Because you are eligible for an Indian Health Services chart, you are entitled for services at No Cost to you. However, we encourage you to apply or enroll in a Medicaid/Medicare or other insurance options.
2. If you are eligible for Medicaid or Medicare, we will assist you with applying for this insurance option.
3. If you have private insurance, please provide YNBHS a copy of your insurance card and your ID. Insurance copays are not required for services. Note: if your private insurance does not cover your counseling services with YNBHS, this will not affect treatment or services with YNBHS.
4. If you have any changes in your medical insurance coverage, please notify YNBHS office.

Signing below indicates that you have reviewed the agreement described above and understand the limits to confidentiality. If you have any questions as we progress with your behavioral health services, you can ask your provider at any time.

Client Name:

Client Signature: Date:

**If client is UNDER 13 years of age:**

Guardian Name:

Guardian Signature: Date: