Sundstrom
CLINICAL SERVICES

Informed Consent for Treatment

To get started please review and sign our policies and procedures. This signed document will constitute a binding agreement between YOU (the client or the client's guardian) and Sundstrom Clinical Services, LLC (SCS).

Mental Health Services: Risks and Benefits

Psychotherapy is an active process. We will work together with a variety of strategies to address your concerns and goals, based upon the theory, training and approach of your specific provider. We encourage you to be active in pursuing those goals outside of therapy as well. Psychotherapy can have some risks, of which you should be aware, such as uncomfortable levels of feelings and distress and it often requires recalling unpleasant aspects of your history. Psychotherapy can also be a place of empowerment and hope. At the end of our initial evaluation, we will discuss impressions of what our work will include and our plans for treatment. You should also determine whether your provider is the right fit for your needs, and if you feel comfortable in continuing in the treatment relationship. We are happy to discuss any treatment question. If needed, you may request a referral or transfer to an alternative provider.

It is important to know that **if you have not attended therapy within 120 days, you are no longer considered an active patient under the care of your provider.** However, you are always welcome to restart care with your previous provider by attending additional sessions.

Testing Services

You are responsible for verifying if prior authorization is required for any services provided by SCS. For certain types of psychological testing, we do request prior authorization from your insurance carrier. THIS IS NOT A GUARANTEE OF PAYMENT. Any unpaid charges will be your responsibility if they are not covered by your insurance. Your insurance policy also may not cover all services provided to you, and it is your responsibility to understand your insurance benefits before your testing service occurs as we cannot guarantee services will be covered by your plan. Education assessments (e.g. learning disabilities) are NOT covered by insurance. Services not covered by insurance, such as phone calls, follow-up correspondence, completion of forms like disability and FMLA, legal services, travel time and court testimony, are due at the time of service.

Please Note: It is required that you abstain from chronic use of marijuana or other substances for at least the 30 days prior to your evaluation. This is so that your providers can get the clearest view of your functioning without the influence of substances. If you cannot abstain from use for that 30 day period, it is likely that your assessment will be delayed or canceled. Please let us know if you have any concerns about this requirement.

Telemedicine Services

In general, you may attend sessions either in person or through our virtual telehealth platform (by phone or video). However, your provider retains the right to determine if tele-services are appropriate for your treatment. They may require an in-person session for your specific needs or to ensure continuity/efficacy of care. At times, your provider may need to switch to a virtual

appointment and, when needed, you will be notified in advance by portal, or by text if you have opted in.

When you meet virtually, you understand that your provider may be located off site from SCS. The laws that protect privacy and the confidentiality of medical information also apply to telemedicine. We will use a secure, HIPAA compliant electronic platform for your services. However, it is your responsibility to choose a location, a time, a network and device that maintains your privacy and prevents interruption.

How We Communicate with You

Phone

Call our office during business hours for scheduling and billing. Confidential voicemails may be left for your provider. Providers are not always immediately available by phone.

Text Messaging

Sundstrom Clinical Services, LLC (SCS) may use text messaging for appointment reminders, scheduling, and brief logistical communication. Standard text messaging is not encrypted and may be viewed by others with access to your phone. For this reason, texts should not include clinical information, and texting must never be used for emergencies or urgent concerns. Text messages are not monitored after business hours. Staff and providers communicate only through SCS-approved systems, not personal phones. Messages related to your care may become part of your medical record. Your choices about receiving texts are on the "Your Choices" form.

- **SMS Data Collection:** We collect phone numbers and message content for SMS communications. Phone numbers provided for text messaging are used only for care-related messages.
- **Opt-Out Mechanism:** You may opt out of SMS communications at any time by replying STOP to any message or by contacting us at 503-653-0631.
- **Data Retention:** SMS communications related to your care are retained as part of your medical record according to SCS's record retention policy.
- **TCPA Compliance:** SCS does not send marketing text messages. We comply with the Telephone Consumer Protection Act (TCPA).
- **Third-Party Sharing:** No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Text messaging opt-in data and consent will not be shared with any third parties, except the service providers who deliver our text messages.

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Patient Portal
SCS offers a secure portal for clients who wish to view their appointments, make payments, request medication refills, review statements, and send messages. The portal uses encryption to keep unauthorized people from accessing your private information. Your information can only be accessed by someone with an authorized username and password. Keeping messages secure depends on providing the correct email address and assuring that only authorized people can access your information. It is important to notify SCS if there are any changes to your e-mail address. You are also responsible for protecting your password. If you think someone has learned your password or if you want to change your password, you should promptly go to the portal and change it. ***All communication through the portal is part of your medical record and cannot be removed from that record.***

Email
Providers may occasionally email you from an encrypted SCS work account. Please do not email providers' personal accounts or send clinical information from an unsecured email account. Messages related to your care may become part of your medical record. Please discuss any concerns with the use of email with your provider.

All Methods: Portal, email, and text are not monitored after hours and must never be used for emergencies. If you are in immediate danger, call 911 or go to the nearest emergency room.

Emergencies: Existing clients may call the urgent line up to 11pm at 503-653-0631 x5. The provider on-call will respond to messages left listing the client's name, treating provider, concerns, and a good call-back number. The urgent call line cannot resolve scheduling or billing concerns, nor can medication decisions or prescriptions be addressed through this after-hours coverage line.

Text messaging, patient portal access, and other optional services are selected separately on the 'Your Choices' form.

Your signature indicates that you have read, understand, and consent to the above agreements.

_____	_____
Client Name	Guarantor Name
_____	_____
Client or Guarantor Signature	Date