

Practice Policies

Risks & Benefits of Psychotherapy

At Windstone Counseling, LLC, we incorporate the use of horses into our practice with individuals, families, couples, and groups. Psychological interventions are effective in assisting individuals dealing with a variety of problems and symptoms. This is best accomplished when the patient and therapist work together to identify specific needs and then outline treatment goals, which are regularly evaluated and modified throughout the course of treatment. While there is no single model of treatment that is universally effective, most psychological conditions (e.g., depression, trauma, anxiety, etc.) have identified interventions that have been proven effective. Therefore, we will work with you to identify your individual needs and then apply the most appropriate evidence based intervention.

It is important to be aware that while psychotherapy is beneficial it also involves discussing unpleasant aspects of life. Therefore, you may experience discomfort during the process, such as sadness, guilt, anger, frustration, loneliness, and/or helplessness as we work on difficult and stressful issues. However, therapy can bring long-term benefits of resolution, ease of discomfort, increased coping, improved functioning, and overall increase in quality of life. There is no guarantee as to your individual therapy outcomes; and, therapy outcomes are related to your willingness to participate in the process and complete work both in and outside of session.

Typically, most psychotherapy is applied in an individual, one-on-one interaction. However, group psychotherapy has also been shown to be very effective in treating a wide range of problems and as such, may be recommended as a supplemental, secondary or even stand-alone intervention. If you are interested in knowing more about group options, feel free to discuss this with your individual therapist. In addition, if your therapist feels you would benefit directly from attending a group, he/she will discuss this with you directly.

In addition to individual and group therapy offerings, Windstone Counseling, LLC also provides the Family Therapy and/or Couple/Marital Therapy that can be applied as either a primary or supplemental therapeutic option.

The cost of therapy can feel overwhelming, especially considering that most interventions require between 10-20 sessions to reach efficacy. In some situations, longer commitment periods are required. Yet, the best results are found when a motivated and willing client is paired with a skillful therapist, and then having consistent participation in treatment. While many still benefit from intermittent sessions, the results in these cases are often not as robust and generally require a greater number of sessions, thereby driving the overall cost even higher.

The decision to engage in therapy is a very personal one, and made up of many factors. Most feel some apprehension about engaging in therapy, and this is typically related to concerns about money, time and other personal factors. However, most individuals find therapy to be extremely beneficial and many will continue to attend treatment longer than they had planned because they find the benefit far exceeds the cost. It is not uncommon for people to continue to attend therapy even after achieving their initial goals. While most do find therapy very beneficial,

a very small percentage experience no benefit or even negative outcomes. In such unlikely situations, we will consult with you about options including discontinuing treatment or transferring to another provider. We encourage you to be open about your experience in therapy and to consult with your therapist before making the decision to terminate services. This is especially important given the fact that due to the nature of treatment, many individuals experience an increase in discomfort during the initial stages of treatment.

Professional Relationship

Psychotherapy services are best provided in an atmosphere of trust. You expect me to be honest with you about your problems and progress. I expect you to be honest with me about your expectations for services and any other barriers to treatment. As a professional, I will use my knowledge and skills to help you. This includes following the ethical standards of the National Association of Social Workers (NASW). In your best interests, the NASW puts limits on the relationship between a therapist and a client.

Psychotherapy is a professional service I am able to provide to you; however, because of the nature of therapy, our relationship has to be different from most other relationships. It may differ in how long it lasts, in the topics we discuss, or in its goals. It must also be limited to the relationship of therapist and client *only*. If we were to interact in any other ways, we would then have a “dual relationship,” which might be harmful and is against the NASW ethical standards.

Dual relationships are restricted:

- I cannot be your supervisor, teacher, or evaluator for custody, disability, or similar issues.
- I cannot serve as your advocate or take your side in any legal matter or court action.
- I cannot be a therapist to my relatives, friends (or the relatives of friends), people I know or knew socially, or business contacts.
- I cannot have any other kind of business relationship with you besides for therapy. For example, I cannot employ you, lend to or borrow from you, trade or barter your services for mine, or trade goods for therapy.
- I cannot give legal, medical, financial, or any other type of professional advice.
- I cannot have any kind of romantic or sexual relationship with a current or former client, or with any other people close to a client.
- We should not exchange gifts.
- I will not “friend” clients on social media or accept clients’ “friend” requests.

A therapist’s responses to your situation are based on tested theories and proven methods of change, not just personal experiences. To preserve your confidentiality, therapists are required to keep the identity of their clients private. Therefore, I will let you take the lead on whether to acknowledge or recognize me if see each other in a public place, and I will decline to attend your family’s gatherings if you invite me. In sum, my duty as a therapist is to care for you and all my clients, but *only* in the professional role of therapist.



P.O. Box 5
Springville, UT 84663
(385) 325-0533
www.windstonecounseling.com

Statement of Rights

As a client, you have the following rights: to ask questions, to know the qualifications of your therapist, to understand the techniques and treatments being used, to act or not act upon therapeutic suggestions, to terminate counseling at any time of your choice and to access information about your private health record at any time.

We retain the right and professional obligation to refer clients to other professional resources as appropriate and to terminate the counseling relationship if it is determined to be in the client's best interest. We are prohibited from giving clients referral recommendations to a specific provider for any legal or financial consideration. We may contact you by phone or by mail to coordinate scheduling, distribute information about services, forward statements for billing or collection purposes, and to seek your evaluation of provided counseling services. However, you have the right to request that we limit contact to certain telephone numbers or mail addresses to ensure your privacy and security, according to HIPAA regulations.

We are bound by legal statutes, guidelines, licensing and certification requirements of the state of Utah, and adhere to the professional and ethical guidelines outlined by the National Association of Social Workers (NASW), and the Equine Assisted Growth and Learning Association (EAGALA).

Limits to Confidentiality

All information disclosed within sessions, including that of minors, is confidential and may not be revealed to anyone without written permission, except where disclosure is permitted or required by law. Disclosure without permission may be required in the following circumstances:

1. When there is a reasonable suspicion of child abuse or abuse to a dependent or elder adult.
2. When the client communicates a threat of bodily injury to others.
3. When the client is suicidal.
4. When disclosure is required pursuant to a legal proceeding.

Contact Information

Our office may be reached by telephone, e-mail, mail, or fax. All voicemails are confidential and checked on a regular basis. If you are difficult to reach, please inform us of the times that you will be available. If you are unable to reach us and/or have an emergency please call 911 or go to your nearest hospital emergency room. In addition, the National Suicide Prevention Hotline at 800-273-8255 is another resource for patients.



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Professional Fees

Initial Assessment (\$175 / 90 minute session)

Diagnostics and comprehensive treatment plan.

Individual Therapy (\$100 / 60 minute session)

Implemented in both an office and/or arena setting using the healing power of horses.

Family Therapy (\$150 / 60 minute session)

A solution oriented and strength-based approach targeting systemic problems that evolve within family dynamics.

Couples Counseling (\$125 / 60 minute session)

Improve communication, conflict resolution, intimacy, trust, commitment, respect, closeness, connection, relationship restoration, and accountability.

Group Therapy (\$50 / person with minimum of 4 participants for 60 minute session)

Types of groups: processing, psychoeducation, skill development, support, networking, problem solving.

Corporate Groups (\$50 / person with minimum of 4 participants for 60 minute session)

Topics: team building, leadership training, interpersonal communication, conflict resolution, boost morale, increase productivity, enhance creativity, accelerated learning, and/or personal development.

Cancellation Policy

Your appointment is a time exclusively reserved for you; therefore, a 24-hour notice is required prior to your scheduled session to cancel or reschedule. If a cancellation or rescheduling request is made with less than 24 hours notice of your session, you will be billed the full amount for that session. Cancellation and rescheduling fees are not covered by insurance or other sponsoring agencies. If we can't reach you within 24 hours of the missed appointment, your credit card will automatically be charged. Exceptions may be made for emergencies.

Payments and Billing

You are ultimately responsible for all charges for services rendered to you and/or your child. All fees are agreed upon prior to the first meeting. Unless otherwise specified, payment in full is required at the time services are provided.

Windstone Counseling, LLC accepts all major credit cards, HSA, flex accounts, checks and cash. We are able to provide third party billing (e.g., benefactor, church or other organizational assistance program); however, this arrangement must be made in advance and a signed contract between the three parties must be on file. Ultimately, the client remains responsible for any unpaid balance. Windstone Counseling, LLC does not offer any form of refund for services provided.



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Windstone Counseling, LLC is currently applying to be a contracted provider on multiple insurance panels. Please inquire directly if we accept your specific medical insurance company.

If we do not accept your insurance, we will provide you with a superbill which is a detailed, itemized receipt with insurance codes for the services you received. It is recommended that you check with your insurance company directly prior to receiving services to verify what your policy specifically covers and if you are eligible for partial or complete reimbursement to you for out-of-network services.

If your account becomes overdue by more than 60 days **and** arrangements for payment have not been agreed upon, we retain the option of using legal means to secure the payment (e.g., collection agency or small claims court) which will require the disclosure of otherwise confidential information (e.g., name, services provided, amount due, etc.). If such legal action is necessary, any costs incurred will be included in the claim.