

Personal Information Form

(Please print clearly.)

No information leaves this office without signed release. All information is privileged and confidential to the extent permitted by law.

Today's Date: _____ Would you like to receive our newsletter via email: Yes No

Client's Full Name: _____ Preferred name _____

Gender: _____ DOB: ___/___/___ Age: _____ Email _____

Address _____ City: _____ State: _____ Zip: _____

County _____ Phone _____ Messages ok? Yes No

Employer/School: _____ Occupation: _____

Emergency Contact: _____ Relationship: _____ Phone: _____

How were you referred to LCS? Friend Insurance Church/Pastor School Other: _____

Relationship Status: Single Engaged Committed Relationship Married (___yrs) Divorced in
_____ (year) Widow(er)

Race: _____ Choose not to disclose: _____

People living in home: _____ (list below)

Name	Age	Relationship

Primary Physician/Psychiatrist: _____ Phone: _____

Prescription Medications (if any): _____

Have you or a family member ever been hospitalized for emotional disorders? Yes No

Name/ When/ Where: _____

Previous Therapy/Counseling (List below, most recent first)

Year	Therapist/Counselor	# of Sessions

Reason for making appointment: _____

Additional relevant medical or personal information: _____

Cancellation & Missed Appointment Policy

Lutheran Counseling Services (LCS) has a required *minimum 24-hour cancellation policy* which includes rescheduling appointments. If an appointment is missed, rescheduled, or cancelled within the 24- hour period, you will be assessed a fee.

Cancellation Fees:

\$50 – Missed Appointments

\$35 – Cancelled Appointments

\$35 – Last minute rescheduled appointments

For reoccurring missed, rescheduled, or cancelled appointments, the client will be asked to leave a credit card and a deposit on file. Your Insurance does not pay for the missed or late cancellations; you will be responsible for this fee.

Electronic Communication & Social Media Policy

Contacting your Therapist between appointments: You may contact your therapist via voicemail with any issues regarding scheduling appointments, policy, billing and other non-emergency or non-clinical concerns. In case of a life-threatening emergency, call 911 or go to your nearest emergency room. We strive to respond to communications within 48 business hours whenever possible.

Email – LCS may use email in order to arrange appointments or address billing questions. Any clinical matters or issues related to treatment will be addressed in the clinical session only. Please avoid emailing content related to your therapy sessions, as email exchanged outside of our office is neither completely secure nor confidential. Email, text messaging, and other forms of electronic communication are not effective means of communicating with your therapist in a clinical emergency.

Social Media - We are committed to maintaining professional and ethical boundaries that include, but are not limited to, protecting the privacy of our therapeutic relationship. Therefore, your therapist will not accept “friend” or contact requests from current clients on any social networking site.

Please do not attempt to contact your therapist by using networks such as Twitter, Facebook, Linked-In, Instagram, or any other networking site. It is our practice not to respond to such contacts from current clients. However, please feel free to subscribe to posts, blogs and business pages on any of Lutheran Counseling Services’ social network accounts.

Legal - Any emails your therapist receives from you and any responses sent back to you become a part of your Legal Clinical Record.

I understand LCS policies as stated above. I am fully aware I will be charged for any of the above stated fees, and I will be responsible for payment of these fees. Additionally, I am aware future appointments will not be allowed until the balance on my account is paid in full.

By signing below, you express your understanding and agreement of these policies.

Client Name/Legal Guardian (if necessary) Printed: _____

Client/Legal Guardian Signature: _____ Date: _____

HIPAA and Privacy Policies

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review this notice carefully.

Client health records contain personal information about the client and their health. This information, which may identify the client and relates to their past, present or future physical or mental health or condition and related health care services, is referred to as Protected Health Information or PHI. This Notice of Privacy Practices describes how Lutheran Counseling Services may use and disclose the client PHI in accordance with applicable law. It also describes client rights regarding how they may gain access to and control PHI.

LCS is required by law to maintain the privacy of PHI and to provide clients with notice of our legal duties and privacy practices with respect to PHI. LCS is required to abide by the terms of this Notice of Privacy Practices. We reserve the right to change the Notice of Privacy Practices at any time. Any new Notice of Privacy Practices will be effective for all PHI that we maintain at that time. We will provide clients with a copy of the revised Notice of Privacy Practices by mail or in person at the time of appointment.

How LCS may use and disclose health information about clients:

For Treatment: The client's PHI may be used and disclosed for the purpose of providing, coordinating, or managing the client's health care treatment and related services. This includes consultation with clinical supervisors or other treatment team members. We may disclose PHI to any other consultant only with client's authorization.

For Payment: LCS may use or disclose PHI so that we can receive payment for the treatment of services provided to the client. Examples of payment related activities are: making a determination of eligibility or coverage for insurance benefits, reviewing services provided to you to determine medical necessity, or undertaking utilization review activities. If it becomes necessary to use collection processes due to lack of payment for services, we will only disclose the minimum amount of PHI necessary for purposes of collection.

Required by Law: Under the law, LCS must make disclosures of the client's PHI to the client (or legal guardian) upon request. In addition, LCS must make disclosures to the Secretary of the Department of Health and Human Services for the purpose of investigating or determining LCS' compliance with Privacy Laws.

The following is a list of the categories of uses and disclosures permitted by HIPAA without an authorization:

Abuse and Neglect

Emergencies

National Security

Judicial Proceedings

Law Enforcement

Public Safety (duty to warn)

Without Authorization: Applicable law and ethical standards permit us to disclose information about the client without the client's authorization only in a limited number of other situations. The types of uses and disclosures that may be made without client's authorization are those that are:

- Required by law, such as the mandatory reporting of child abuse or neglect or mandatory government agency audits or investigations (such as the marriage and family licensing board or the Health Department)
- Required by court order
- Necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public. If information is disclosed to prevent or lessen a serious threat, it will be disclosed to a person or persons reasonably able to prevent or lessen the threat, including the target of the threat.

With Authorization: Uses and disclosures not specifically permitted by applicable law will be made only with client's written authorization, which may be revoked by the client at any time.

Client Rights regarding PHI:

- **Right of access to inspect and copy.** Client's have the right, which may be restricted only in exceptional circumstances to inspect and copy PHI that may be used to make decisions about client care. Client's rights to inspect and copy will be restricted only in those situations where there is compelling evidence that access would cause serious harm to the client. LCS may charge a reasonable, cost-based fee for copies.
- **Right to amend.** If a client feels that the PHI that LCS has about the client is incorrect or incomplete, you may ask LCS to amend the information although LCS is not required to agree to the amendment.
- **Right to an Accounting of Disclosures:** Clients have the right to request an accounting of the disclosures that LCS makes to PHI. LCS may charge a reasonable fee if disclosures are requested more than once during a 12-month period.
- **Right to Request Restrictions:** Clients have the right to request a restriction or limitation on the use or disclosure of the PHI for treatment, payment, or health care operations. LCS is not required to agree to client's request.
- **Right to request confidential communication:** Clients have the right to request that LCS communicates with clients in a certain way or at a certain location.
- **Right to copy this notice.** Clients have a right to a copy of this notice.
- **Electronic Transaction Standards**

Complaints: If you believe that the client's privacy rights have been violated and wish to file a complaint with our office, you have the right to file a complaint in writing to us at: Lutheran Counseling Services, 1505 Orchid Avenue, Winter Park, FL 32789. You may also send a written complaint to the Secretary of Health and Human Services at: 200 Independence Avenue, S.W., Washington, D.C. 20201, or by calling (202)619-0257. You have specific rights under the privacy rule. LCS will not retaliate against a client for exercising their right to file a complaint.

I acknowledge that I have read and understand the above information.

Print Name: _____

Signature of client or legal guardian: _____

Date: _____

PAYMENT POLICY: Clients with Insurance

(Please Read Carefully)

LCS accepts some insurance reimbursement. *It is the client's responsibility to contact your insurance carrier for coverage and copay questions.* If this is not done prior to your appointment, you will be responsible for the full session fee of \$135 when services are rendered.

Insurance Co: _____	Member ID: _____
Subscriber Name: _____	Subscriber DOB: ____/____/____
Relationship to Subscriber: _____	Are you using an EAP? Yes / No
Authorization: _____	# Sessions Authorized: _____

Precertification/Authorization: Some insurance companies or Employee Assistance Programs require precertification/authorization prior to being seen by a mental health professional.
It is the client's responsibility to obtain all pre-certifications and/or authorizations prior to the first session.

Notification of Change

I am responsible to notify LCS of any and/or all changes to my insurance coverage, including and not limited to changes in co-pay, out-of-pocket max, deductible or insurance carrier. Regardless of change, I am required to notify LCS at 407-644-4692 immediately.

Release of Information

I certify that I have insurance coverage through My Insurance Provider: _____

I hereby assign directly to Lutheran Counseling Services all insurance benefits. I also authorize the possible use of electronic billing to my insurance company by LCS. I understand that all services provided outside my mental health session, which are not covered by insurance, will be billed separately and I will be responsible for these fees. I hereby authorize LCS to release all information necessary to the insurance company to secure the payment of benefits. I authorize the use of my signature below on all insurance submissions.

TERMS OF SERVICE/FINANCIAL RESPONSIBILITY

I understand Insurance verification does *NOT* guarantee payment by insurance company. I am fully aware payment is due upon services rendered, and I accept full responsibility for payment of any balance incurred for services. Additionally, I am aware future appointments will not be allowed until the balance on my account is paid in full which includes any missed appointment, rescheduled, and/or cancellation fees.

By signing below, you express your understanding and agreement of these policies.

Client Name/Legal Guardian (if necessary) Printed: _____

Client/Legal Guardian Signature: _____ Date: _____



Lutheran Counseling Services, Inc.
Adult Wellbeing

Name: _____ Today's Date: _____ Date of Birth: _____

Over the last 2 weeks, how often have you been bothered by any of the following problems?	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed or hopeless	0	1	2	3
3. Feeling nervous, anxious or on edge	0	1	2	3
4. Not being able to stop or control worrying	0	1	2	3

Has there ever been a period of time when you were not your usual self and...	NO	YES
5. you felt so good or full of energy that other people thought you were not your normal self or it got you into trouble? (e.g. unable to sleep, over-spending, gambling)	<input type="checkbox"/>	<input type="checkbox"/>
6. you were so irritable that you shouted at people or started fights or arguments?	<input type="checkbox"/>	<input type="checkbox"/>
During the past year:	NO	YES
7. Have you had : (women) 4 or more drinks in a day? (men) 5 or more drinks in a day?	<input type="checkbox"/>	<input type="checkbox"/>
8. Have you used an illegal drug or used a prescription drug for a non-medical reason?	<input type="checkbox"/>	<input type="checkbox"/>
Over the last 4 weeks:	NO	YES
9. Have you had a problem with sleep more than occasionally? (This could include: trouble falling asleep, waking frequently, or sleeping too much).	<input type="checkbox"/>	<input type="checkbox"/>

10. Circle the number or description that most accurately describes your daily activities, social activities and overall

Daily Activities: How much difficulty have you had doing your usual activities or tasks, both inside and outside the house because of your physical and emotional health?	
No difficulty at all	
A little bit of difficulty	
Some difficulty	
Much difficulty	
Could not do	

Social Activities: How has your physical and emotional health limited your social activities with family, friends, neighbors, or groups?	
No difficulty at all	
A little bit of difficulty	
Some difficulty	
Much difficulty	
Could not do	

Overall Health: How would you rate your health in general?	
Excellent	
Very Good	
Good	
Fair	
Poor	