



## WELCOME PACKET

### **Welcome to TheraChi Healing**

Jodi K. Silverman, LCSW, owner of TheraChi Healing, is committed to providing convenient, high quality wellness services with the ultimate goal of guiding you in your living your best life.

This document provides information about psychotherapy, reiki, and business policies for TheraChi Healing and Jodi K. Silverman, LCSW. Please take the time to read this packet thoroughly and ask about any items that are unclear or about which you have questions or concerns.

### **Informed Consent**

#### **Psychotherapy**

Psychotherapy has both benefits and risks. Results are very individualized and cannot be guaranteed.

Participation in therapy can result in a number of benefits including increased insight into your patterns of feeling, thinking and behaving, increased awareness of how you move through the world and your implicit expectations of others, increased confidence and self compassion, improvement in relationships and ultimately the resolution of symptoms that guided you to seek help.

Benefits to therapy require curiosity and openness on the part of the individual seeking help. In turn, this requires that the therapist create and hold a safe and non-judgmental space for that individual. Without trust and safety, it is difficult for the therapist to guide someone through the exploration of difficult emotions and thoughts. During the process you may find yourself in emotional and sometimes physical discomfort and/or pain. Some people notice a sense of relief upon sharing this pain, others may feel that their symptoms get worse before they get better. The sharing of these experiences is essential to the therapeutic process and helps the therapist to tailor treatment for optimal results which may include referral to another practitioner who can better meet the needs

#### **Reiki**

Reiki is a creative healing art that is typically administered by “laying on hands” however hands can be held just above the body and long distance sessions are also possible and highly effective. Reiki is based on the idea that there is an energetic life force running through us at all times. When we are sick, hurt, stressed or holding onto unnecessary

negative emotions or false core beliefs, our energy is blocked, unbalanced or depleted. Reiki works with the individual to release these blocks, restore the natural flow of energy and create balance. In doing so, the individual's body, mind and spirit are able to work together towards their already innate ability to heal, grow and change.

There is growing research into the effectiveness of Reiki in the treatment of injury, illness, emotional unbalance and minimized pain during or after medical procedures. Outcomes include shortened healing time, improved sleep and psychological uplift. Reiki treatments also promote spiritual growth, increase energy and help individuals awaken to their highest potential.

Reiki treatments are given in relaxing sessions that usually last 45 minutes or an hour. The energy flows through the hands of the Reiki practitioner while the recipient lies fully clothed on a massage table or on sits in a chair. The practitioner gently touches or hovering above different areas of the body. During the session the recipient will feel deep relaxation and a sense of inner well being.

### **Therapy with TheraChi Healing/Jodi K. Silverman, LCSW RM/T**

Your first session/s will involve an evaluation of your needs, including reasons for seeking therapy, current symptoms, family, social and medical history as well as adverse experiences that may have impacted your life. You and I will work together to reach a shared understanding of your desired results and then begin to explore what may be keeping you from reaching them.

I am a relational therapist who has been gifted with intuition. I draw on several modalities depending on what feels like a good fit for you, however my approaches are grounded in neuroscience, mindfulness and attachment theory. We will explore childhood experiences not to blame or judge, but to develop a better understanding as to why you move through the world in the way that you do.

Therapy may also involve other recommendations or referrals to additional services (eg: psychiatry, neuropsychologist, physician, etc).

### **Online Psychotherapy**

Telephone, chat and video sessions have some advantages over in-person psychotherapy. Some individuals feel that it is more convenient (no commute, more flexibility in schedules) and some share that they feel abler to go "deep" because they are in the safety of their own space.

Online therapy is not for everyone however. If an individual has a poor internet connection, a lack of privacy, has been recently suicidal or homicidal (or a consistent history of such), or

otherwise would simply be more comfortable meeting in person, a face to face or in person treatment would be a more appropriate level of care.

## **Technology How To**

### **Additional Pro-Tips for Online Therapy**

- If others will be nearby while you are in therapy, ensure that you have adequate privacy for our session. Psychotherapy is serious work and very private.
- Turn off notifications on your computer and phone once we are connected.
- Bring tissues. If you were in my office, I would provide them for you!
- You may be extra cozy because you are somewhere familiar to you and you may feel more casual because the work is online. Remind yourself that you are here to do serious work.
- Research supports that the connection between therapist and client is the primary determinant of therapeutic change. It may take some time to get used to connecting over video. Your patience and feedback are important.

### **E-mails, Text Messages, Computers and Mobile Technology**

It is important to be aware that computers and encrypted email, texts, mobile devices and e-faxes communication can be accessed by unauthorized people and compromise the privacy and confidentiality of such communication. Emails, texts and e-faxes in particular, are vulnerable to such unauthorized access due to the fact that servers or communication companies may have unlimited and direct access to all emails, texts and e-faxes that go through them. While data on the therapist's laptop is password protected multiple times, emails, texts and e-faxes are not. It is always a possibility that emails, texts, and e-faxes can be sent erroneously to the wrong address and computers. Please notify the therapist if you decide to avoid or limit, in any way, the use of email, texts, cell phone calls, phone messages or e-faxes.

You are encouraged to only communicate through a computer you know is safe i.e. wherein confidentiality can be ensured. Your therapist asks you to determine who has access to your computer and electronic information from your location. This includes family members, co-workers, supervisors and friends.

If you use location-based services on your mobile phone, you may wish to be aware of the privacy issues related to using these services. Be aware if GPS tracking is enabled on your device, it is possible that others may surmise you are a therapy client due to any active or passive GPS enabling.

If you communicate confidential or private information via encrypted emails, texts, e-faxes or phone message, the therapist will assume that you have made an informed decision and will view it as your agreement to take the risk that such communication may be intercepted. He or she will honor your desire to communicate on such matters.

Additionally, please understand:

- Text messaging via mobile phone is acceptable for appointments and housekeeping issues only.
- Mobile devices are not considered secured and have been known to listen to devices make suggestions based on the conversations the device(s) hear, and so forth.
- Conversations on mobile phones may not be confidential.
- Computer files referencing our communication are maintained using secure measures.
- Jodi Silverman, LCSW RM/T will not respond at length to personal and clinical concerns via email or text messages.
- Any computer files referencing our communication are maintained using secure measures

### **Lack of Non-Verbal Cues and Asynchronous Communication**

The client should be aware that misunderstandings are possible with telephone, text-based modalities such as email and real-time internet chat, since non-verbal cues are relatively lacking. Even with video chat software, misunderstandings may occur since bandwidth is always limited and images lack detail. If you think your therapist has not understood you, please ask for clarification and be patient if your therapist asks for clarification as well.

### **Emergency and Crisis Support**

TheraChi Healing does not provide 24-hour crisis services. If a life-threatening crisis should occur, contact a crisis hotline, call 911, or go to a hospital emergency room. As an individual provider, your therapist will generally be in a therapy session during working hours and are unavailable outside of working hours. If it is likely that you may need crisis support, please discuss this so that your therapist can be sure you have the level of care that you need.

Given that you are not always in the same physical location as your therapist, TheraChi Healing requests an emergency contact number in the event your therapist believes that you or someone else is in danger.

### **Communication Between Sessions**

Your therapist may not be immediately available for housekeeping issues or otherwise. If you need to contact your therapist between sessions, please leave a message, email or text and your communication will be returned as soon as possible.

### **Cancellation/Timeliness**

Sessions last for 50 minutes. Since the scheduling of an appointment involves the reservation of time specifically for you, a minimum of 24 hours notice is required for rescheduling or cancelling an appointment. You will be charged the session fee for missed appointments

without notification within 24 hours unless it is an emergency. Emergent situations will be reviewed on a case by case basis and will only be allowed one time per quarter.

If you are late to an appointment, your therapist will wait for you up to 15 minutes beyond the scheduled time. If there is no notification within 15 minutes it will be considered a missed appointment.

Emergency phone calls of less than 15 minutes are normally free, however if we spend more than 15 minutes in a week on the phone or more than 15 minutes reading and responding to emails during a week, Jodi K. Silverman, LCSW RM/T will bill you on a prorated basis for that time, rounded up to the nearest 15 minute increment.

### **Therapist No Show**

Sometimes sessions run over or a crisis occurs. If I am running late I will make every effort to contact you. If I no show after 15 minutes, it is reasonable to leave your scheduled session

### **Discharged from care/Termination**

As set forth above, after the first three sessions, I will assess if I can be of benefit to you. I will not work with clients who I believe to be outside of my scope of practice or any of the reasons mentioned previously in the "Strengths and Limitations of Online Psychotherapy" section. In such circumstances, if appropriate, I will give you referrals.

If at any point during therapy I assess that I am not being effective in helping you reach your therapeutic goals I will discuss with you the termination of treatment and conduct pre-termination counseling. This may include referrals and a warm hand off including communication with your new therapist.

You have the right to terminate therapy and communication at any time. If you choose to do so, upon your request and if appropriate and possible, I will provide you with the names of other qualified professionals whose services may be a better fit.

If you do not show up for your appointment for two sessions in a row, your slot may be given to someone else.

### **Sessions and Fees**

- Individual Therapy: \$150/session
- Group Therapy: \$60/group
- Reiki: \$85.00/hour

Any printed material, or paper copies of paperwork will be billed at a legally reasonable fee.

TheraChi Healing fees go up \$15 on January 1<sup>st</sup> of every even year, regardless of client start date. I will send you a reminder email prior to January 1<sup>st</sup> of every year.

### **Payment**

Clients are expected to pay the agreed upon fee per hourly session at the beginning of each session unless other arrangements have been made in writing. I will allow clients to run a bill for no more than one month. I cannot accept barter for therapy. If a client refuses to pay a debt, Jodi K. Silverman, LCSW RM/T reserves the right to give your full legal name, contact information, amount due, and any other pertinent information (including protected health information), to a collection agency.

### **Insurance**

Jodi K. Silverman, LCSW RM/T does not accept insurance at this time. I will provide you with a receipt with all information necessary to provide to your insurance company for out of network reimbursement. Most insurance companies will require you to authorize your therapist to provide clinical information including a diagnosis, treatment goals and treatment summary. This information will become part of the insurance company's files.

You are responsible for finding out what your insurance company will cover and how much. Please note that not all conditions that are addressed in psychotherapy are reimbursed by insurance companies.

### **Diagnosis**

Jodi K. Silverman, LCSW RM/T is committed to providing holistic care without the stigma or labelling that a diagnosis can bring. Diagnosis are technical terms that describe the nature of your symptoms and the impact they have on your life. There are times when they are useful in directing treatment including the use of coping skills and medication. Insurance companies also require them for reimbursement. If we do use a diagnosis, we will discuss it and the implications it may have.

### **Dual Relationship/Conflict of Interest**

Dual relationships can impair the therapeutic process, your therapist's objectivity, clinical judgment or therapeutic effectiveness that could be exploitive in nature. In rare situations, a conflict of interest may arise that prevents me from continuing to work with you. If this were to happen we would discuss it to the extent allowable and create a plan.

## **Social Media**

TheraChi Healing has a Facebook and Instagram Account that you are welcome to follow. I will not personally accept any invitations via social networking sites such as Facebook, Twitter, LinkedIn, Pinterest or otherwise.

Additionally, it is not a regular part of clinical practice to search for client information online through search engines such as Google or social media sites such as Facebook. Extremely rare exceptions may be made during times of crisis.

## **Confidentiality**

All information disclosed during sessions and the written records pertaining to those sessions are confidential and may not be revealed to anyone without your written permission except where disclosure is required by law. Sessions may not be audio and/or video recorded by either therapist or client without written consent by both parties. Maintaining client confidentiality is extremely important. I will take extraordinary care and consideration to prevent unnecessary disclosure. Disclosure may be required pursuant to a legal proceeding by or against you. Disclosure is also necessary in the following situations

- You/your child reports the intention and a plan to physically harm to another person
- You/your child reports the intention to harm yourself
- You or your child reports harm to a minor including physical or sexual abuse perpetrated by you or anyone else.
- You report use of child pornography (by yourself or anyone else)

## **Consultation**

I consult regularly with other professionals regarding clients in efforts to support my own growth as a therapist and to better serve you. Each client's identity remains completely anonymous and confidentiality is fully maintained.

## **Litigation Limitation**

Due to the nature of the therapeutic process and the fact that it often involves making a full disclosure with regard to many matters which may be of a confidential nature, it is agreed that should there be legal proceedings (such as, but not limited to divorce and custody disputes, injuries, lawsuits, etc) neither you (client) nor your attorney, nor anyone else acting on your behalf will call on me to testify in court or at any other proceeding, nor will a disclosure of the therapy records be requested.

## **Mediation and Arbitration**

All disputes arising out of or in relation to this agreement to provide psychotherapy services shall first be referred to mediation, before and as a pre-condition of the initiation of arbitration.

The mediator shall be a neutral third party chosen by agreement of you (the client) and I. The cost of such mediation, if any, shall be split equally, unless otherwise agreed.

### **Couples/Family Therapy**

Jodi K. Silverman, LCSW RM/T will not offer individual, couple and/or family sessions to people from the same family or those known to each other (unless it is within the context of the client's treatment). It is contraindicated in the National Association of Social Workers Code of Ethics.

### **Record Keeping**

Jodi K. Silverman, LCSW RM/T keeps brief records of our sessions. You have the right to a copy of your records at any time. You have the right to request I correct any errors in your record. You have the right to request that a copy of your record be made available to any other health care provider at your written request. Records are kept in a secure Electronic Medical Record that cannot be accessed by anyone else.

### **Letter Writing**

All clients must be active and be seen a minimum of 12 sessions before any letter writing would be considered, including emotional support animals and gender transitioning. This policy is in place to ensure your therapist has sufficient time to make an informed clinical evaluation. Letters are not released to clients with past due balances. All associated fees with the letter must be paid in advance of the letter being released.

### **Proof of Identity/residency**

Jodi K. Silverman, LCSW RM/T reserves the right to request state issued identification at any time to verify client residency and age. I am currently only licensed to provide psychotherapy in the State of Pennsylvania. State mental health laws require clients to physically be in the state in which the therapist is licensed.

### **Audio Recording**

Both parties must seek permission to record any portion of the session. At no time should portions of the session be posted on social media without consent of all parties. Posting such recordings without consent may lead to immediate termination from the therapeutic process.

### **Sliding Scale**

Jodi K. Silverman, LCSW RM/T is committed to providing one slot to modest fee or sliding scale clients. All modest fee and sliding scale clients are guaranteed a consistent appointment for six (6) calendar months. Within those calendar months it is the client's responsibility to ensure



that they attend their appointments. The modest fee/sliding scale will be reevaluated after the 6 month period.

### **Gifts**

At times, clients want to express their appreciation for the work of therapy through a monetary gift beyond the scope of services. Jodi K. Silverman, LCSW RM/T can only accept gifts valued at up to \$15.

### **Public Sightings**

If I see you outside of therapy, she will not acknowledge you first. Your right to privacy and confidentiality is of the utmost importance and I would not want to jeopardize that. If you acknowledge me, I will be more than happy to speak briefly however I will not engage in any lengthy discussions in public or outside of the therapy office.