

Gretchen Mattox, LMFT, CSAT, CA License #86715

Psychotherapy for Individuals and Couples
310-612-8590

Welcome to my office. As a registered marriage and family therapist I am governed by various laws and regulations and by the code of ethics of my profession. The Ethics Code requires that I make you aware of specific office policies and how these procedures may affect you.

Patient Rights: Our relationship is strictly voluntary and you may leave the psychotherapy relationship any time you wish. Please keep in mind that ending relationships can be difficult and closure is very important when moving on. Given this, I request that you give at minimum two weeks notice so we can conclude on a healthy and positive note.

Limits of Confidentiality: Sessions between psychotherapist and patient are strictly confidential, except under certain legally defined situations involving threats of harm to self or others, and situations of child abuse, elder abuse, or abuse of otherwise dependent individuals. If I suspect you are a danger to others, I am required by law to notify the police and to inform any intended victim(s). In the case of possible harm to yourself, I am ethically bound to inform your nearest relative, significant other, or to otherwise enlist methods to prevent your harm to self or suicide. In instances of child abuse, elder abuse, or dependent other abuse, I must notify the proper authorities.

Effective January 1, 2015, licensed therapists in California are now mandated reporters of therapy clients who: 1. knowingly access or trade content that depicts minors in acts of obscene sexual conduct. 2. promote, employ or engage in conduct that involves: a. prostitution (or live sexual performance) of a minor. b. modeling or posing a minor alone or with others to produce a depiction of obscene sexual conduct.

*Sessions may **not** be audio or video recorded without the exclusive consent of all parties involved, including that of your therapist (me). It is a felony to record a confidential conversation without the written consent of all involved parties.

*If you know you will be engaged in a lawsuit (i.e. divorce of custody lawsuit), it is your responsibility to advise me of this possibility as soon as possible. If the court subpoenas my services you will be charged the hourly rate of \$400 per hour for the duration of the legal case, including any prep-time required. You will be billed for any costs Gretchen Mattox, LMFT incurs related to your legal case including any necessary airfare, car or taxi transportation, hotel, phone, or legal assistance required.

Payment & Fees: It is customary to pay for sessions at the time of the session, unless otherwise arranged. Please have payment ready before the session begins. Payments must be in full and are subject to increase with at least a 2 week advanced warning of possible fee increase. Acceptable forms of payment are cash, check (made out to "Psychotherapy Works, Inc."), Visa, Master Card, Discover Card and American

Express. Credit card charges will incur an additional \$5.00 service charge per hour and will appear as “Psychotherapy Works, Inc.” or some abbreviation thereof on your statement.

Insurance: I will be pleased to provide a monthly “superbill”/invoice/receipt for you to submit to your insurance provider. Please understand that your insurance is an arrangement made between your carrier and yourself with reimbursement coming to you whenever provided by your insurer. It is your responsibility to understand what your reimbursement may be for services rendered by an “out of network provider” such as myself.

Telephone Accessibility & Emergency Procedures: I will return calls during my scheduled business hours should you need to contact me between sessions. I can not guarantee an immediate return call, although every effort will be made to return calls within a reasonable amount of time. If you have a therapeutic emergency and I am out of town or unreachable for more than an hour, contact Suzanne Pelka, PhD at (310) 601-6882. If it is a true, life threatening emergency, call 911 for help or go to your nearest emergency room. In the event of a phone call beyond 10 minutes, you will be charged for that session/portion thereof at your usual hourly fee.

Appointments & Cancellation Policy: Sessions are 50 minutes long. Occasionally you may have to miss an appointment. If you need to cancel or reschedule an appointment, please notify me as soon as possible, at least 48 hours in advance, so that I might fill the hour. If you do not give me 48 hours warning regarding missing a scheduled session, you will be charged for the missed session. This is necessary because a professional time commitment is set aside and held exclusively for you.

I have read, understood, and agreed to the conditions stated above:

Signature

Date