

---

## **Welcome to the University of Utah Counseling Center**

### **Service Agreement**

The University of Utah Counseling Center (UCC) offers brief individual, couples, group, and career counseling, psychiatric services and psychological assessment for eligible UU students, faculty and staff. The UCC offers many other services to the University community, as described on our website [www.counselingcenter.utah.edu](http://www.counselingcenter.utah.edu). Referrals may be made to other university or community services when appropriate.

At your Intake or Same Day appointment you will be asked to complete forms which allow you to describe yourself and your concerns. Then you will meet with an intake counselor to discuss the issues for which you are seeking help, to review your responses to the questionnaires, and to determine what services will be most helpful. There is no fee for this initial assessment. If at the intake appointment it is determined that the UCC is not the most appropriate setting for you, we will help you identify possible campus or community alternatives.

If you obtain on-going services at the UCC, fees will be set by your intake counselor. Student fees are fixed and staff fees are based on a sliding scale; all our fees are intended to be affordable. We may charge for missed appointments or appointments not cancelled 24 hours in advance. Overdue accounts may be turned over to the University Registrar and a hold may be placed on future registrations.

Individual counseling at the UCC is generally limited to no more than **12** sessions per year (based on the date of your intake). Many individuals find they need five to seven sessions to accomplish their goals. If you or your counselor concludes that your situation requires longer-term work, we may suggest a referral to an outside counseling agency, use of our group therapy services, or other options.

You will be asked to fill out the CCAPS 34 and Alliance Questionnaires each time you meet with your counselor. This process will help us determine the effectiveness of your therapy and allow us to monitor new concerns as they arise. You may also be asked to participate in a research or evaluation project. Such participation is entirely voluntary. Periodically we conduct "quality enhancement" evaluations, as well. We encourage you to participate in these, but participation is not required.

The UCC adheres to the ethical guidelines of the American Psychological Association, National Association of Social Workers, American Psychiatric Association and American Counseling Association as well as State and local laws. UCC records are primarily governed by GRAMA and FERPA, and we generally seek to be compliant with HIPAA standards. Occasionally the UCC may receive information about you from a third party (parent, professor, Dean of Students, etc.). This information is not considered part of your clinical record and may be governed by FERPA privacy laws. The UCC maintains clinical records in a confidential computerized client management system. We also keep a hard copy of some of your records and these are maintained in secure and locked files. The fact that you are receiving counseling services and the specific content of your UCC counseling, assessment, or psychiatric record(s) are confidential. No one outside the Center may have access to counseling or psychiatric information without your prior, express, written permission. The only exceptions to confidentiality are those required by law such as requirements that we report suspected or known abuse, neglect or exploitation of children including the viewing of child pornography, neglect or exploitation of disabled adults or previously unreported communicable disease. In cases of imminent danger to self or others the UCC may be required or allowed to break confidentiality in order to secure your safety or that of others. Counselors may be required to give information to judges or courts of law if a valid subpoena or court order is issued. Your counselor may consult with other UCC providers about your situation in order to provide the best care possible, or for training purposes. Please ask your counselor if you have questions.

Students under 18 years of age may need parental consent to participate in counseling services at the UCC, unless they provide evidence of emancipation. We will conduct an initial consultation to determine how best to proceed.

In addition to providing counseling services to the campus community, the UCC is a training and research facility. Some staff are graduate or post-graduate trainees who are supervised by the licensed professional staff of the UCC. Because of this, you will be asked to give your consent to digitally record your counseling sessions. Recordings of counseling sessions allow trainees to receive supervision of their work and to ensure that you receive the highest quality care. If your counselor is receiving clinical supervision, you will be informed of this and will be told the name and credentials of the supervisor. This information is also available from the reception staff. Your agreement to recording is voluntary; you may obtain counseling services whether or not you agree to record.

Counseling or psychotherapy can have both benefits and risks. Since therapy often involves discussing unpleasant aspects of your life, you may experience uncomfortable feelings like sadness, guilt, anger, frustration, loneliness, and helplessness. On the other hand, psychotherapy has also been shown to have many benefits. Therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress. However, there are no guarantees of what you will experience.

We at the UCC affirm a commitment to respect and value individual and cultural diversity and to promote healthy perspectives about cultural differences through counseling, education and other UCC-sponsored activities. Cultural and individual differences include but are not limited to culture, gender, gender identity, generation, ethnicity, lifestyle, spirituality, sexual orientation, socio-economic status, language, national origin and physical ability.

All claims for negligence, and other claims against the UCC and its employees, may be governed by the provisions of the Utah Governmental Immunity Act, Section 63G-7-101 et seq. Utah Code Annotated, 1953 as amended, a special law restricting how and when a claim must be presented and limitations on the amount recovered.

The best way to contact your counselor is through the reception desk (581-6826). If your counselor is not available, the receptionist will leave a message for him or her. In a crisis situation you may wish to talk with the day's Team Leader if your counselor is not available. The UCC is open from 8-5 Monday-Friday, with extended hours on Tuesday (until 6 pm) during the first few weeks of the fall and spring semesters. When we are closed, our telephone recording will direct you to the crisis service at University Neuropsychiatric Institute. The counseling center may communicate counselor assignments and send appointment reminders via email, text, or other electronic means. By signing this form you agree to be contacted at the email address or phone number you provide on the intake forms. However, we encourage you to be careful in the use of email or other electronic means to communicate sensitive information with your counselor as we cannot guarantee the confidentiality of these mediums and we cannot guarantee a response time. Not all staff check their UCC email on a daily basis. Please do not use email to communicate an urgent message.

We encourage you to ask any questions about counseling methods and procedures, qualifications of your counselor, our privacy practices or services of the UCC. If you experience dissatisfactions regarding services, please discuss these with your counselor. If you are still dissatisfied, you may arrange to discuss these issues with the Clinical Director or the Director of the UCC.

### ***Eligibility***

Eligibility for UCC services is based on meeting minimal criteria with regard to current university enrollment or employment and based on our staff assessment of the appropriateness of our services for your particular situation. Your request for counseling gives the UCC permission to check in the Master Academic Records System to verify eligibility only. Any additional information from these records can be accessed only after you have signed a written consent form specific to this purpose.

Eligibility for services at the UCC may be terminated for noncompliance for reasons including, but not limited to:

- Failure to follow critical directives.
- A pattern of no-shows or late cancellations/reschedules.
- Abusive behavior with UCC staff.
- UCC level of care not sufficient for your needs.

If this occurs, you will receive a warning letter. Should these behaviors persist, you will receive Reasonable Notice via a second letter which will notify you that you are being dismissed from relevant UCC services. You will have 30 days to obtain services from another provider, and we will provide referral options to aid in this process.

## Fee Agreement

(to be completed with Counselor: **circle one**)

	<u>Students:</u>	<u>Faculty/Staff Income:</u>		
		<\$30K	\$30K-50K	\$50K+
1) I understand that my fee for:				
a. Individual Counseling and/or Mindfulness Coaching will be	\$12	\$20	\$30	\$40
b. Group Counseling/Workshop will be	\$5	\$10	\$10	\$10
		<b>Couples Combined Income:</b>		
		<\$40K	\$40K-80K	\$80K+
c. Couples Counseling* will be	\$30	\$40	\$60	\$80

All fees are based on my status as a student, faculty or staff member and/or circumstances as they affect my ability to pay. I will inform my counselor of changes in my financial situation for the purpose of renegotiating my fee, if needed.

( \*Our standard practice is to bill each member of the couple one-half of the total couples fee. )

- 2) I understand that I am responsible to make full payment of the agreed fee at the receptionist's desk at the time of each counseling session.
- 3) I agree to give 24-hour advance notice when canceling a counseling, assessment, or intake appointment. I agree to be charged for any late cancellations or missed appointments, at my regular fee. In addition, the missed appointments or late cancellations may be deducted from the twelve-session maximum.
- 4) Many health insurance plans do not cover counseling services. It is my responsibility to pay the above fee regardless of any provisions or exclusions of my particular insurance policy. If I initiate a claim for reimbursement with my insurance company, the UCC will assist me in filling out insurance forms documenting the nature and dates of services rendered, and diagnosis if appropriate. Most insurance plans will require a psychiatric diagnosis before paying a claim. UCC is not able to file claims.
- 5) If I present to the Counseling Center with a condition requiring emergency transport to a hospital, I understand that I will be responsible for all costs associated with my emergency transport and hospitalization that are not covered by insurance.
- 6) If my account becomes seriously overdue (e.g. I owe \$100 or more **or** I fail to make payments for six months on any amount), the UCC has the right to contact the University Registrar's Office and place a hold on my registration. This hold will be lifted when my account is paid in full.

**Your signature below indicates you have read this form in its entirety and agree to its terms.**

\_\_\_\_\_

Client Signature

\_\_\_\_\_

Date

I have discussed the conditions specified in the University of Utah Counseling Center Service Agreement with this client.

\_\_\_\_\_

Counselor

\_\_\_\_\_

Date