



The Somers Trust
Psychological Associates

Center for Comprehensive Psychological Services
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Client Information

Welcome to Somers Trust. The following material contains important information about our professional services and office policies. Please read it carefully and note any questions you might have so that you can discuss them with the office manager, Judy McVey, or your therapist when you meet.

Psychological Services

Psychotherapy is not easily described in general statements. It varies depending on the personalities of the psychologist and patient, and the particular problems you bring forward. There are many different methods that may be used with the problems that you hope to address. Psychotherapy is not like a medical doctor visit. Instead, it calls for a very active effort on your part. In order for the therapy to be most successful, you will have to work on things we talk about both during our sessions and at home.

Psychotherapy can have 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 benefits for people who go through it. Therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress. But there are no guarantees of what you will experience.

Your first few sessions will involve an evaluation of your needs. By the end of the evaluation, your therapist will be able to offer you some first impressions of what the work will include and a treatment plan to follow, if you decide to continue with therapy. You should evaluate this information along with your own opinions of whether you feel comfortable working with your therapist. If you have questions please discuss them with your therapist whenever they arise.

Availability

Our services are available by appointment only and are generally scheduled through our office manager, Judy McVey, or Lisa Jepson, office assistant. Evening, early morning and some Saturday appointments are available depending on the therapist. The office is usually staffed from 8 a.m. until 6 p.m. Monday through Thursday and until 2 p.m. on Friday. Our office number is 978.688.8004. When the office is closed there is an emergency number made accessible by calling the office number and following the directions to contact the on-call provider by pager. If the on-call therapist does not respond as quickly as you feel is necessary, it may be appropriate for you to go directly to the emergency service of your local hospital.

Heidi Kelleher is available in the event that a client requires a medication evaluation and/or ongoing medication management.

Appointments

Individual psychotherapy appointments usually last for 45 to 50 minutes. Appointments will be scheduled at a time and frequency that is mutually agreed upon by you and your therapist. It is important to be as prompt as possible for your session.

Fees

Initial Intake	\$225
Emergency Consultation	\$225
45-minute Individual Session	\$175
Medication Management	\$150

If you become involved in legal proceedings that involve your therapist's participation, you will be expected to pay for your therapist's professional time even if he or she is called to testify by another party. For other services (e.g., report writing, telephone conversations lasting longer than 10 minutes, attendance at meetings with other professionals you have authorized, and preparation of records or treatment summaries) payment schedules will be discussed when they are requested.

Insurance

If health insurance coverage is available to you, it may cover some of the cost of outpatient psychotherapy. To use your insurance we will need your written consent to bill your insurance plan, provide clinical information regarding the diagnosis and nature of services and to contact your primary care provider if required by your insurance plan. Payment of copayments and deductibles will be expected at the time of service. We accept most major credit and debit cards for your convenience. It is your responsibility to understand and verify your insurance coverage and to pay the full fee if the insurance company does not honor your claim. Feel free to ask Judy or Lisa any questions that you may have about fees or your insurance coverage.

You should also be aware that most insurance companies require that I provide them with your clinical diagnosis. Sometimes I have to provide additional clinical information, such as treatment plans, progress notes or summaries, or copies of the entire record (in rare cases). This information will become part of the insurance company files. Though all insurance companies claim to keep such information confidential, I have no control over what they do with it once it is in their hands. In some cases, they may share the information with a national medical information databank. I will provide you with a copy of any records I submit, if you request it. ***You understand that, by using your insurance, you authorize me to release such information to your insurance company. I will try to keep that information limited to the minimum necessary.***

Cancellations

If a scheduled appointment is cancelled with less than 24 hours advance notice, you will be responsible for a \$65 cancellation fee unless your therapist agrees that you were unable to attend due to circumstances beyond your control.

Confidentiality

All information and records are kept confidential in accordance with Federal and Massachusetts laws. In addition, we adhere to all HIPAA rules, guidelines and applicable state and federal laws related to privacy and protection of your healthcare information. Please read the handout on our website and available in the office describing your rights as a patient. This handout also describes exceptions to confidentiality that your therapist will also discuss with you, but in general no information is shared outside of our office without your written authorization.