



Jill Smith & Associates Office Policies

General Information:

Counselor Names & Credentials:

Jill Smith, LISW-CP, CEAP – Masters of Social Work, USC, 1999

Laura Truesdale, LISW-CP, MAC – Masters of Social Work, USC, 1998

Julie Lundy, Ed.S., NBCC, LPCi – Masters of Education in Counseling Education, USC, 2014

Anna Biggers, Ed.S., NCC, LPCi – Masters of Education, Clemson, 2016

Contact: Office Address - 130 Gibson Road, Lexington, SC 29072 Phone - (803) 814-5559

Professional Access: Our office is typically open Monday-Thursday from approximately 9 a.m. to 2 p.m. (Friday, Saturday, and evening times by appointment). Hours may vary, especially during the months of June, July, & August.

Therapists may be reached by phone, text or email. Phone calls, texts and emails are typically returned within 24 hours. Please note that text messages and emails are not considered secure; these are modes primarily used for scheduling.

Jill Smith

jill@jsacounseling.com

Laura Truesdale

laura@jsacounseling.com

Julie Lundy

julie@jsacounseling.com

Anna Biggers

anna@jsacounseling.com

Urgent Issues: **Active patients** at our office with an urgent issue may contact any of the therapists within our office. Please attempt to reach your therapist first.

Emergency Access: In case of emergency needs, contact your primary physician, call 911, or, go to the emergency room. **We do not provide emergency services, nor, are we available after office hours.**

Fees: Clients are charged the full rate for sessions not cancelled 24 hours in advance. Court appearances, requested letter writing, and telephone counseling over 15 minutes in length are subject to additional charges. Sessions are 45 to 50 minutes.

Longer Intensive sessions: "Intensives" (typically 2 hours) can be scheduled if deemed appropriate. Additional fees will apply.

Secure Video Conferencing and Phone sessions: These are both available at the therapist's discretion. Typically, these are scheduled only after face-to-face meetings have occurred.

Testifying, Custody Disagreements, & Affidavits: At times, patients seek counseling for help in these matters. We do not testify, write affidavits, or, work with custody matters if this is the primary goal for seeking therapy.

Counseling as change agent: Often times patients feel "worse" before feeling "better". The process of therapy often touches areas that can be painful or difficult to revisit or examine. Know this can be a difficult process. Our sincere hope and belief is that the positive results **far** outweigh the tough sessions.

Termination: Clients will be removed from our active roster after a 3-month absence from therapy. This will be done automatically-without notification. Clients are welcome to re-register as a new patient if they wish to return.

Privacy & Confidentiality:

- Jill Smith & Associates is ethically and professionally held accountable to comply with the laws of the State of South Carolina, HIPAA, and social work ethics.
- As a client, you have the right to see your counseling file. (Psychotherapy notes are afforded special privacy protection under the HIPAA act and are excluded from this right)
- You have the right to restrict the use and disclosure of your protected health information. If you choose to release any protected health information, you will be required to sign a HIPAA release of information form detailing exactly to whom and what information to be disclosed.
- Professional ethics and SC state law require that counseling sessions are confidential.

However, confidentiality is waived when:

- A judge's court order requires it.
- A patient engages in or reports awareness of abuse/neglect of a child or a vulnerable adult, or, a child is in danger of abuse or neglect.
- If a minor patient reveals any incidence of physical, sexual, or verbal abuse, a report will be made to DSS.
- A patient engages in or reports awareness of domestic violence.
- A patient discloses plans to harm another person. In this case, the counselor is required to warn the intended victim and report this information to legal authorities.
- A patient discloses a plan for suicide or self-harm.
- A lawsuit is brought against the counselor.
- A patient applies for workers compensation.

Additionally, confidentiality is limited when:

- We text, call, or email patients to set/confirm appointments or follow up on key issues. If the patient is not ok with these forms communication being used, please notify us in writing before the therapeutic relationship begins.

Updated September 2017