

CLIENT SERVICES AGREEMENT & INFORMED CONSENT

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Roswell MindCare

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Text/Voicemail: 575-347-1883

Email: info@roswellmindcare.com

SECTION I – LEGAL DISCLOSURES & INFORMED CONSENT

Consent to Treatment

I voluntarily consent to evaluation and treatment by licensed providers at Roswell MindCare within their professional scope. I may withdraw consent at any time.

For minors under age 14, consent must be provided by a legal guardian, in compliance with NM law.

Nature of Psychotherapy

Psychotherapy involves discussion of personal matters that may cause emotional discomfort. No specific outcomes can be guaranteed. Goals and approaches are tailored to each individual.

Confidentiality

Confidentiality is protected except when:

- Abuse or neglect is suspected
- There is risk of serious harm
- Required by law or court order

See Notice of Privacy Practices for full details.

Not a Crisis Facility

Roswell MindCare does not provide emergency or 24/7 services. In an emergency, call 911, 988, or go to the nearest ER.

Please notify your provider of any emergency or crisis encounters for continuity of care.

SECTION II – FINANCIAL RESPONSIBILITY

Failure to meet financial obligations may result in suspension or termination of services.

See Financial Agreement for full details.

SECTION III – PRACTICE POLICIES & EXPECTATIONS

Session Structure

Sessions are 50–55 minutes and are scheduled for the same day and time each week. Requests for variable or non-recurring scheduling are subject to availability and are not guaranteed.

Arriving more than 15 minutes late is considered a late cancellation and appointment will be rescheduled. Missed appointments or repeated cancellations may result in loss of the reserved time slot or dismissal.

Telehealth Policy

Telehealth may be used when clinically appropriate for illness, travel, etc.

Clients must:

- Be physically located in a state where the provider is licensed
- Ensure privacy and safety
- Remain visible and audible
- Not attend while driving or multitasking

Technology disruptions may require rescheduling. Telehealth is not an emergency service.

Communication Policy

All clients are to use the Simple Practice client portal for scheduling, announcements, and direct communication with your provider.

Administrative phone/email is for non-clinical administrative matters only and any messages intended for individual providers may result in a delayed response time.

Communications may not be monitored continuously and are not appropriate for urgent matters. Text messages, voicemail, social media, or third-party communication do not constitute valid cancellation.

Professional Boundaries

Therapists do not:

- Engage in dual relationships
- Accept significant gifts
- Connect via social media

Staff will not acknowledge clients in public unless the client initiates contact.

Fragrance & Airborne Irritant Policy

Roswell MindCare maintains a fragrance-conscious office for the safety of clients and staff with allergies and medical reactions to airborne irritants.

Please avoid strongly scented products before in-person appointments, including perfume, cologne, body sprays, scented lotions, hairspray, essential oils, and similar products. Heavy smoke residue (from tobacco/marijuana products, cooking, etc.) may also cause significant reactions, and we ask that these **exposures be avoided immediately before office visits**.

Because these irritants can linger and travel throughout the office, clients may be asked to reschedule, use telehealth, or work with another provider if needed.

If you are unable to meet this standard or need clarification about a specific product, please contact your provider or the main office so we can discuss available options. Clients may be reminded of this policy as needed, but accidental violations will be addressed without judgment or punitive action. **Thank you for respecting this request and helping us maintain a safe environment for everyone.**

Required Documentation

ID, insurance, and valid payment method are required to be uploaded prior to first appointment. Bring the physical cards to your first appointment for scanning and verification. These may also be uploaded to the client portal, emailed to info@roswellmindcare.com. Telehealth clients are responsible for submitting electronically.

Ongoing Assessment

Participation in ongoing assessment is required for continued treatment. Keep app notifications enabled and complete assessments as assigned.

Termination of Services

Services may be terminated if:

- Clinically inappropriate
- Repeated missed appointments
- Nonpayment
- Safety concerns
- Repeated failure to follow practice policies

Reasonable notice or referral will be provided when appropriate.

Policy Updates

Roswell MindCare reserves the right to update policies with written notice. Continued participation constitutes acceptance of updated policies.