

Practice Information

Rebecca M. Ashe, LICSW

1. **Confidentiality** What you say in therapy is *confidential, within the limits of the law*. This is a very old principle in psychotherapy. I am a social worker by profession, and I am professionally obligated to keep what you say between us, unless you give me written information to share this. There are several limits to confidentiality which you also need to know:
 - a) If you are under 18, you need to know that your parents legally have a right to ask for information about what happens in session, and to see your medical records, if they so desire. I generally ask parents not to exercise this legal right, because it is often disruptive to therapy.
 - b) If you disclose during a therapy session that you have physically or sexually abused a minor, an elder, or a disabled person, I am obligated by Massachusetts law to report this to the Department of Social Services or other bodies of the Commonwealth of Massachusetts.
 - c) If you are suicidal, I am ethically bound to stop this from happening, and this may mean that I will need to tell someone—family members, doctors, or other authorities who can make sure that you are safe.
 - d) Your insurance company will know that you have requested therapy sessions, and may reserve the right to review your chart. Their main purpose in doing this is to review that the documentation is being kept correctly. They are obligated to keep this information confidential. If you have further questions about how your insurance company handles confidentiality, please contact them.
 - e) It is possible in rare instances that records may be subpoenaed in a legal case—divorce, child custody, etc.
2. **Emergencies And Urgent Calls.** An *emergency* situation is one where this is the risk of major harm. In some situations, the situation may be life-threatening, and an immediate response is necessary. An *urgent* situation is one where you need a call returned within one-half business day.
 - a) **Emergency Situations:** *Should an emergency arise, if the emergency is life-threatening, please call 911. You may also call the local psychiatric emergency number, or go to the emergency room of the nearest hospital.* The numbers for psychiatric emergency service vary by area, and are listed below.

Springfield

Psychiatric Crisis Services
(Behavioral Health Network

(413)733-6661

Holyoke	Mt. Tom Crisis	(413) 534-2251
Westfield	Westfield Crisis	(413) 568-6386
Northampton	ServiceNet Emergency Services	(413) 586-5555
Greenfield	Greenfield Crisis	(413) 774-5411

- b) **Urgent Situations:** Because of the nature of my working day, I am often in session and can't answer the telephone immediately. I do check my messages regularly, and can generally schedule an urgent appointment within one business day.
3. **Vacation Coverage:** When I am out of town on vacation or business, I will arrange back-up coverage, and the name and number of my back-up will be given on my answering machine. I am generally covered by David Junno, Psy.D., (413) 586-7559. Please be aware that Dr. Junno works out of several offices, so that if an appointment is necessary, it may be scheduled for a different location. If an emergency situation emerges during my absence, please refer to instructions for emergencies above.
4. **No-Shows, Last-Minute Cancellations.** When we schedule an appointment, that time is reserved for you and you alone. Unlike your family doctor, who may book 5 15-minute appointments per hour, anticipating that someone may cancel, in psychotherapy double-booking is not possible. If you should fail to show for a scheduled appointment, or if you cancel within 24 hours of the scheduled appointment, your insurance cannot be billed. In these instances, you are responsible for full payment of the fee for that session.

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I understand the above conditions.

Client

Parent or Guardian (when applicable)

Date