

R O B + K A T I E T R U A X

L I V E Y O U R B E S T L I F E

## **Client Information and Consent to Treatment**

Welcome! We are delighted that you have chosen our practice as part of your wellness journey, and we look forward to partnering with you! The information contained below is designed to inform you about what you can expect from your experience working with Rob + Katie Truax (TRU Integrative Health and Wellness, LLC).

### Our Philosophy

We are dedicated to supporting our clients from a holistic perspective. This means two things for us as a practice, as for you as our client or patient.

First, we recognize that you are a complex being, a union of mind, body, spirit, and emotion. Your struggles happen on all of those levels simultaneously, and therefore we strive to partner with you to bring healing, and to restore health and wholeness to you on all of those levels as well.

Secondly, holistic treatment is predicated on the assumption that when you were born, barring any medical complications, you were a wonderful and perfect version of you. As you have journeyed through your life, physical, emotional, and spiritual experiences have helped shaped you into the person that you are today. As healing practitioners, we seek to identify the core issues that are underlying difficulties in psychological, relational, or physical functioning. We believe that by addressing the root cause of your challenges, we are able to facilitate true healing and help restore you to a state of joyful, vibrant living.

We are committed to your ability to live your best life. We honor your innate drive to heal and to be whole. We are excited and honored that you have decided to partner with our team of healing professionals, and to embark today on *your* journey toward lasting healing and ultimate wellbeing.

### Therapy Services

Each therapist works a little differently, and each client is seeking something slightly different from their work in therapy. For that reason, there is some that we cannot predict about what this journey will look like for the two of us. I will say that I see my role in our work as to come alongside you and to walk with you toward your goals for yourself, your relationships, and your life.

It is not my job to tell you what to do, solve your problems, or give advice. I believe you are the expert on you, and it is my job to help you sift through the things that are getting in the way of your ability to listen to and live according to your own wisdom.

Some clients come to counseling seeking support around a very specific issue or time in their lives. For these clients, therapy can be a very brief and focused experience.

Others come seeking to receive support and healing for longer existing challenges and deep rooted pain, or to make larger changes in themselves and their lives. These latter relationships usually last longer and become much deeper. Like any meaningful relationship, the client-therapist relationship is built over time and will grow and change. It is normal for it to take time for the client and therapist to learn to trust each other. It is also normal for complex feelings to surface within the context of the client therapist relationship. These may involve highs and lows, and may be confusing and unsettling at first, but are a normal part of good therapy, and can be the mark of incredibly powerful healing work. Clients are invited to talk to their therapist about any feelings or experiences that may arise for them throughout the therapeutic process.

The client therapist relationship is confidential and will be treated with the utmost respect and honor.

Despite the feelings of closeness that some clients and therapists will experience during the course of the therapeutic work, therapists are prohibited by their ethical codes to have personal or professional relationships of any other nature with their clients. This is believed to be in the best interest of all parties as well as the therapeutic process. Similarly, in order to preserve client privacy, I will not initiate contact of any type should I come across my clients in another setting.

Finally, it is beyond the scope of my practice and therefore not my policy to make custody, parenting, psychological, or forensic evaluations, nor to provide expert witness or testimony in court.

### Client/Patient Participation

Healing is a journey and a process. It is one that you no longer have to tackle alone, but it is one that might take time. As mentioned above, therapy can last a few sessions, or it can be long term process. The more you are able to open to the healing process and take an active role in your own healing, the more successful your experience will be. This includes both time spent in session as well as the choices you make between sessions. The relationship between client and therapist is an evolving and collaborative process that requires work and commitment from everyone involved.

### Chiropractic Care

Chiropractic is a noninvasive form of healthcare that is complementary and alternative to medical treatment. It is concerned with the diagnosis, correction and prevention of neuromusculoskeletal conditions. The purpose of chiropractic is to restore or maintain the proper relationship between the body's structures and function. Misaligned vertebrae can place pressure on nerves and blood vessels, creating interferences that may lead to health problems over time. Chiropractic uses manual manipulation and/or instrument adjusting tools in order to correct spinal and extremity joint misalignments. The chiropractic adjustment is a precise, high velocity movement that is used to correct these misalignments.

All health care procedures have some risks associated with them. Although rare, chiropractic adjustments may cause ligamentous sprain, muscular strain, neurological injury or fracture.

### Holistic Healthcare/Functional Wellness

The aim of holistic healthcare, or functional wellness is to fully assess the body as a whole in order to determine areas in the body that are functioning at their optimal level, as well as areas that need additional support, which may be giving rise to symptoms.

The first phase of care is to start with a comprehensive assessment. This assessment includes a 200 question online systems survey, as well as an in-depth verbal exploration of presenting concerns and health history. For in person clients, we will add an in person full body assessment where we use applied kinesiology to assess the function of every organ, system and gland in the body, as well as test for the presence of immune challenges including viruses, bacteria, fungus, parasites and immune challenges. After the assessment, we will put our heads together and, using all the information we have gleaned, create a comprehensive story of what is happening in the body and why, and create a treatment plan to address all of our findings in order to restore the body to its optimal health.

We work closely with all of our clients and patients along their care to closely monitor progress and ensure that we are making consistent measurable progress toward decrease of symptoms and increase in overall health and wellness.

Nutritional supplements, herbs, essential oils and homeopathic remedies are not a substitute for medical care or pharmaceutical drugs, and we recommend that our patients/clients continue regular consultations with their medical providers. If you choose to take nutritional supplements, herbs, essential oils or other homeopathic remedies recommended at this office, please notify your provider immediately if you have questions or experience any adverse reactions. Rob + Katie Truax and/or TRU Integrative Health and Wellness are not responsible for your decision to participate in holistic healthcare or naturopathy, nor liable for any results that occur thereafter.

### Confidentiality and Professional Records

Rob +Katie Truax and TRU Integrative Health and Wellness, LLC are in compliance with both legal and professional standards for the maintenance and storage of treatment records. Your communication with us that contain clinical information will become part of a clinical record of treatment, which is referred to as Protected Health Information (PHI). Your PHI will be kept in a file stored in a locked cabinet at our office. Our practitioners will keep your information and disclosures completely confidential with the following exceptions as required by law and the nature of our professions:

- Client requested communication authorized by completion of Release of Information
- Concerns about abuse or neglect of a child, elderly or disabled person
- Perceived immediate risk of suicidality or homicidality (this may deem appropriate several actions, including alerting police, warning potential victim, contacting supportive family members or emergency contact person, or seeking hospitalization of client)
- Court order or subpoena

In the case of the latter, a therapist's professional license provides him or her with the ability to uphold what is legally termed "privileged communication;" this refers to your right as a client to have a confidential relationship with a counselor.

Please note that in couple's counseling, your therapist does not agree to keep secrets between partners. While you have a right to individual privacy, any information shared with the therapist that may be detrimental to the other partner, the relationship as a whole, or effectiveness of therapy will not be kept secret. If one partner discloses such information to the couple's therapist, the therapist will conclude that either that partner would like help learning how to share the information with the other partner in session, or is ready to terminate the existing relationship and receive a referral to another couple's therapist.

If at any time, you wish to receive information from your official client record, please make this request to your treating clinician. Clients will be charged for any professional correspondence based on provider's time spent and/or record duplication requested .

### Privacy, Confidentiality, and Rights in the Treatment of Minors

The treatment of a minor child can only be initiated by that child's legal guardian. Similarly, the law grants legal guardians full access to the records of a minor child. This includes health information and session content.

Parents without legal guardianship have no legal rights to records and are bound by the parameters of standard confidentiality laws.

For children whose parents are in the process of divorce or are already divorced, a copy of the standing court order demonstrating the custodial rights of each parent and/or the parenting agreement that is signed by both parents and the judge is required to be kept on file.

A collaborative and supportive relationship between child, therapist, and custodial caregiver is often the most effective way to support the healing and recovery of minor clients, and will be encouraged. At the same time, it is necessary, especially in the treatment of adolescent and teen clients, that the minor feel that their sessions and the information disclosed therein is private; thus it is helpful if session content is allowed to be kept private between minor and treating provider, unless provider deems there to be a safety risk to minor client. If a safety risk or significant health concern ever becomes apparent, the treating provider will make all reasonable efforts to prepare the minor client to disclose the concern to the legal guardian; if the minor client is not able to do so, at that time provider will make the disclosure on behalf of the minor client.

The services offered by TRU Integrative Health and Wellness are not forensic in nature. Therefore, we do not make a practice of making custody recommendations or testifying in court as part of divorce or other proceedings. If you are in need of these services, please let us know and we can provide you with a list of referrals to providers that specialize in these areas.

### Availability and Emergency Contact

Rob + Katie Truax are outpatient, private practice providers and we are equipped to serve individuals who are reasonably safe and resourceful. Our providers do not carry pagers and are not available 24 hours a day, 7 days a week. If at any time, you feel that the availability we have to offer does not provide sufficient support for you, please discuss this with your provider and he or she can discuss additional resources which may be of help to you or refer you to a clinic which is able to provide 24 hour support. Generally, we will return your telephone calls within 48 hours, unless other parameters or exceptions have been previously discussed.

IN THE CASE OF AN EMERGENCY, PLEASE CONTACT:

- 850-892-HELP (4357)
- 911
- Or go to your nearest Emergency Room.
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### Distance Based Services

Rob + Katie Truax provide internet-based individual and couples counseling to residents of Florida, as well as holistic health coaching and functional wellness to clients located around the world. Distance services are delivered via telephone or a secure, HIPAA compliant, video chat portal. There are unique benefits and risks involved with engaging in online healthcare services. Benefits include ease of access, scheduling flexibility, and the ability to receive high quality and specialty treatment in the comfort of your own home or office, or as you travel.

Risks include the potential for technical difficulties as well as miscommunication between client and provider due to lack of physical proximity and limited access to facial cues and body language. Finally, though we do utilize secure software from a company that highly values client and patient confidentiality, Rob + Katie Truax and TRU Integrative Health and Wellness LLC are never able to guarantee complete confidentiality over any internet-based connection. Online services are not appropriate for acute crisis situations such as suicidality, homicidality, or medical emergency. Please feel free to ask your provider any questions you may have about our online services, or whether these services may be right for you.

### Electronic Communication and Use of Technology

Rob +Katie Truax and TRU Integrative Health and Wellness, LLC are dedicated to taking the precautions necessary to protect your confidential information. Frequently, e-mail, text or other forms of electronic messaging can be helpful tools for communicating between sessions regarding non-clinical issues such as scheduling and other logistics. We acknowledge, however, that these forms of communication are not always completely secure methods of communication, and therefore cannot guarantee client confidentiality via any of these methods.

Electronic communication may be used to initiate and obtain information about therapeutic services, schedule appointments, transmit documents, and similar purposes initiated by the client or the therapist. Electronic communication is not an appropriate means of terminating services or contacting therapist in the event of a crisis situation whereby your safety or the safety of others may be at risk. Please also do not use electronic communication to bring up any therapeutic content or issues. All email correspondence and text messages containing clinical information will be printed and kept as part of your clinical record.

We have a presence on Facebook, Twitter, Blogspot, Pinterest and other forms of social media as a means of marketing and connecting with the community. It is your choice whether or not you would like to connect with our professional social media outlets. Again, we cannot guarantee your confidentiality on these sites.

In an effort to maintain the professional nature of our relationships, and to preserve client/patient confidentiality, the providers at TRU do not accept requests from current or former clients on personal social networking sites.

## Medical Treatment

The services offered by Rob + Katie Truax and TRU Integrative Health and Wellness are not a substitution for medical advice or treatment. We recommend that you consult your physician about any medical or psychiatric concerns you may have. We are dedicated to comprehensive and holistic treatment of all our clients and patients. Therefore, we are happy to consult and collaborate with any relevant medical providers as necessary and as permitted by a formal release of information in order to be most effective.

**Please feel free to ask questions or discuss these or any other policies with your provider. You will receive a signature page on your first visit and be requested to sign stating that you have read and agree to the policies outlined in this document and consent to engaging in treatment with Rob + Katie Truax and TRU Integrative Health and Wellness, LLC.**