

# Dr. Margaret Green, EDD., L.P.

## Life Skills Institute & Clinic



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**Dear Client,**

Welcome to my practice. Enclosed is important information describing my office procedures, my qualifications and how I work with my clients, your rights and responsibilities, participation asked of you as together we design a unique plan for your treatment. Please read the whole packet of information and fill out the enclosed forms before the first session.

### **DESCRIPTION OF TREATMENT APPROACH AND TREATMENT ISSUES**

There are several things that distinguish my practice. While I work with traditional medical diagnostic categories, I include them as a larger framework in an individual's life. Whatever the issue, the resolution of that issue offers a key to unlock gifts and experiences uniquely necessary in the unfoldment of your life. The inclusion of your strengths and gifts as you work your process of resolving this is important in developing your treatment plan.

The resolution of the issue comes from learning how to walk with yourself through feelings, developing new skills and changing your perceptions to see new choices. To choose to come to therapy, therefore, is the first step in changing yourself to become a more effective expression of you as a complete self.

Your participation in your treatment process is very important. I procedurally will include you in diagnosis, choice of treatment methods, treatment plan and treatment evaluation. There will also be choices in the use of psychological testing.

My work with clients assists them in developing their lives in a more intentional, fully alive manner. This process of becoming more intentionally alive may be dealt with through these therapeutic issues:

- 1) Difficulty in dealing with feelings (phobias, fears, anxiety, depression, grief, shame, guilt and anger).
- 2) Food issues (anorexia, bulimia, obesity).
- 3) Transitional issues (mid-life crises, grief states, post partum blues, switching jobs, getting divorced/married and spiritual crises).

- 4) Relationship issues (dating, coupling, divorce, infertility, miscarriage, family difficulties).
- 5) Addiction, codependency and recovery issues.
- 6) Victim survival and recovery issues (physical, sexual, emotional abuse, rape, and burglary).
- 7) Stress management issues.

Also, I have found a number of activities outside the therapy session to have a beneficial effect on growth and change in therapy. You, as a client would always have a choice in these matters. Sometimes these activities may involve an interdisciplinary approach to the work. I frequently will refer a client, as a standard of care to the following:

- 1) 12 Step programs.
- 2) Health club, dance classes the woods for physical exercise.
- 3) A therapeutic massage which is helpful in learning to receive, in self-nurturing issues, abuse and incest recovery, sexual dysfunction recovery, and stress management.
- 4) Medical Doctors/Specialists, Chiropractors, Acupuncture Specialists, and occasionally Psychiatrists, Lawyers and emergency centers.
- 5) Occasionally psychological and learning skills testing can give us useful information.
- 6) Career planning courses and evaluations.
- 7) Money counselors and groups.

I may recommend the reading of various books. If reading is a problem for you, please let me know. Sometimes tapes are available.

### **TREATMENT MODALITIES**

I use four forms of treatment: individual, couples, family and group therapy. Within these four forms, I use a variety of therapeutic techniques. You always have a choice in whether you wish to experience a particular technique. Here is a list of some of the techniques I use:

- 1) Behavioral techniques: assertiveness training, relaxation training, behavior modification, positive reinforcement.
- 2) Visualization techniques: visual, auditory, kinesthetic, etc.
- 3) Role playing for rehearsal of difficult situations that a client must face.
- 4) Stress management techniques.
- 5) Creative techniques: letter writing, journalizing, playing the piano, use of art materials.
- 6) Emotional catharsis using the physical body (stomping anger out with feet, etc).

- 7) Developing perceptions around how to deal with emotions.
- 8) Neurolinguistic programming skills.
- 9) Self-nurturing projects.
- 10) Psychological testing: MMPI, Myer-Briggs, Strong Campbell, Kuder, etc.
- 11) “Chunking” things – breaking them down into “do-able” process.
- 12) Sculpturing.
- 13) “Experiments” – trying out new behaviors/actions and observing what happens.
- 14) Centering exercises.
- 15) Grounding exercises.
- 16) Boundary exercises.
- 17) Communication exercises.
- 18) Interpretation
- 19) Other skills I've yet to learn or have forgotten to mention that you may want to experience.
- 20) EMDR – Eye movement desensitization and reprocessing.
- 21) EFT

### **MY QUALIFICATIONS**

I received my Doctorate in Education at Ball State University in Muncie, Indiana in 1979. My major was Guidance and Counseling with minors in Education Psychology and Pre-counseling. I carried clients all four years during my Doctoral training. (My Masters degree was in Counseling Psychology from Ball State in 1975.) My internship was at Delaware County Mental Center in Muncie, Indiana. My dissertation was experimental design researching an aspect of neurolinguistic programming.

I worked at Southwest State University in the student counseling office for one year and then moved to Minneapolis to work at Lutheran Social Service in the Family Counseling Center. I worked another year at Lutheran Social Service in Willmar.

I passed the state licensure exam, met all the requirements for the required psychological courses, was supervised for two years and received my status of Licensed Consulting Psychologist in 1981. It was at that time I went into private practice for myself.

From 1981 to 1984, I studied at the Psychosynthesis Institute of Minneapolis while also maintaining my private practice. I took workshops, supervision and training seminars for three years. Psychosynthesis, philosophy is a combination of western personality theory and eastern philosophy.

Also over the period of one year, I took several workshops at the Family Therapy Institute. I have been licensed by the State of Minnesota as a Marriage and Family Therapist.

I am currently not licensed by them as my psychology license offers me the same authorization to work with families.

#### CONFIDENTIALITY

As is recommended by professional psychological organizations, I will periodically take client cases to get a case review. This is when no names are used, but the case history and progress is discussed with another mental health professional to insure quality treatment given to each client. Your confidentiality in terms of names or identifying information would always be protected.

Bound under confidentiality, I can never disclose your name or the fact that you have sought therapy with me. If your relatives or friends call to inquire, I am unable to discuss even the fact that I am seeing you without your written consent.

There are, however, several exceptions to the laws of confidentiality. If my records are ever subpoenaed, the court has access to anything in your client file.

Also, state law requires a therapist to report any physical or sexual abuse of a vulnerable person to the authorities. This is a case where confidentiality laws are superseded by prosecution laws. This would include any physical abuse to children or other vulnerable people. This would also include an audit by the Board of Psychology, which is also bound by confidentiality.

Another standard of care utilized by me is that if there were ever a life-threatening emergency, such as potential suicide or homicide, I would call in services from an emergency center or the police.

#### INSURANCE AND CHARGES

I am licensed by the State of Minnesota as a Doctorate level Licensed Psychologist. I am eligible to collect third party reimbursements for many insurance coverage of out patient mental health. I am a Blue Cross/Blue Shield, Medicare and Medical Assistance provider.

I generally prefer that you pay me after each session and submit your own insurance claims. If you have Blue Cross Blue Shield, MN Care, Medicare, or Medical Assistance or have made special arrangements with me, then I will submit the insurance. For those of you who choose to have me submit insurance, I require the following (for all insurance except Blue Cross/ Blue Shield and Medical Assistance):

- 1) Bring insurance information to the first therapy session.
- 2) A signed release to the insurance company authorizing payment to me directly.
- 3) If any insurance checks are mistakenly sent to you the checks need to be given to me with a copy of any remittance forms.
- 4) Support/telephone calls from you to the insurance company motivating them to process your claims.

If by the end of the third month of treatment the insurance company has not sent any payment. I would require ½ payment of sessions until the insurance company begins payment.

- 6) If an insurance company would refuse to pay for the sessions, you as the client, would be responsible for payment.

Mental health insurance coverage is changing. Many insurance companies are challenging the medical necessity of treatment. Those companies are asking for more reports (documentation) and are taking longer to respond to a claim. If it is necessary for me to prepare a report for an insurance company, you may be charged for report writing time at the same rate as therapy time.

**Clients will be charged in full for a missed session.** Any missed appointments cannot be charged to insurance companies or Medical Assistance. The client must pay them out-of-pocket. **There will not be a charge if a session is canceled with at least 48 hours notice.** Please let me know as soon as possible if you must cancel or change a session time. **There will be a \$20.00 charge for bounced checks.**

A therapy session is 50 minutes in length. Every effort is made to have timely therapy sessions. There are critical times, however, when a session may run over the scheduled time. My decision to extend a session is based on the need of the situation. Charges are pro-rated after one hour.

### AVAILABILITY

I have an answering machine. I am difficult to reach because I cannot be interrupted during client sessions. I will make every effort to return your calls as soon as I can. Please leave your work and home numbers and the times I can reach you at those locations. Since I am a sole practitioner, I cannot provide around-the-clock emergency service. Therefore, if an emergency should arise and you cannot reach me, please call one of the following numbers for assistance:

#### Plymouth Office:

Emergency	911
Walk In Counseling Emergency Number	612-870-0565
Hennepin County Crisis Line	763-236-7911
Home Free	651-646-0994

#### Plymouth Office Hours:

- Monday –Thursday 8:00 AM – 7PM
- Appointments can be made, by special arrangement, after 7pm to accommodate family and work obligations.

My office at 10800 Old County Road 15 locks the doors after 5 PM. If you have an appointment after that please wait in your car until I come to the door or call my number 763-476-1031. If it is before your time and I am in session with someone else I will not answer until I am done... so don't worry ... I am there at the office... just finishing up.

My office(s) is a non-smoking environment and weapons of any kind are NOT permitted.

## **CLIENT BILL OF RIGHTS**

The Minnesota State Board of Psychology has specified the following Client Bill of Rights. Consumers of Psychological Services offered by Psychologist licensed by the state of Minnesota has the right:

- A. To expect that a Psychologist has met minimal qualifications of training and experience required by State Law.
- B. To examine public records maintained by the Board of Psychology, which contain the credentials of a Psychologist.
- C. To obtain a copy of the rules of conduct from the State Register and Public Documents Division of the Department of Administration, 117 University Avenue—St.Paul, Minnesota 55155.
- D. To report complaints to the Board of Psychology, 717 Delaware street Southeast, Room 343---Minneapolis, Minnesota 55414
- E. To privacy as defined by rule and law.
- F. To be informed of the cost of professional services before receiving the service.
- G. To be free from being the object of discrimination on the basis of race, religion, gender of other lawful category while receiving psychological services.

A list of therapeutic competencies is posted on the wall of my office as well as contained within this document.

If you are ever dissatisfied with any aspect of our client/therapist relationship please feel free to discuss it with me. I will do everything possible to assure quality service.

**I look forward to working with you.**

**Dr. Margaret Green, EDD, LP**

**MN License LPO1481**