

NEW CREO INFORMED CONSENT In order to provide you with outpatient mental health and/or counseling services it is necessary to first obtain your INFORMED CONSENT.

LIMITS OF CONFIDENTIALITY

When engaged in therapy services - all communication with you regarding your treatment is confidential and is protected under state and federal laws (HIPA). We can share confidential information if you authorize us to do so in writing or if ordered by the court or as otherwise permitted under the law. The law requires us to report any suspected incidents of child, dependent adult, or elder abuse including physical abuse, sexual abuse, neglect, financial abuse, etc. We also have a duty to take reasonable action to prevent someone from harming themselves or others, warn an intended victim and notify the police of threats to harm another.

When engaged in coaching and consulting services - Although coaching clients have a general right to privacy regarding certain information, including, but not limited to, finances, sexual history, physical or mental health, the laws and regulations that govern a psychotherapy patient's right to confidentiality and privilege do not apply to coaching relationships or the information shared by a coaching client. Please be aware that these types of services are not covered under HIPA laws and are not regulated by state or federal laws in the same way that licensed therapy engagement is.

For further further information please see [Coaching VS Therapy](#) on the California Association of Marriage and Family Therapist page

RECORD KEEPING SYSTEM

We will create and maintain confidential records of your treatment. Information is contained in a single confidential written record. If you have an interest in seeing your records or obtaining copies, you can request a copy of your records for a small fee. We have up to five days to produce a copy of your records.

TITLE, TRAINING and EXPERIENCE

Michael Nevans is a California licensed marriage and family therapist. He was licensed in California in April of 2015, first starting his mental health practice in August of 2011. Michael Nevans is not a nutritionist, psychiatrist, or medical doctor. He cannot provide medical advice, prescribe medication, or offer medication consultation. Please send an email to michael@newcreo.com if you have any additional questions about their qualifications, scope of practice / knowledge, or services offered.

TYPE and LENGTH OF SERVICES, RISK OF SERVICES PROVIDED and ALTERNATIVES TO SERVICES

Just like there can be negative side effects to medical treatment, some people can have negative effects from mental health treatment. Some people feel worse before they feel better during a therapeutic process. Please let us know if you feel any negative effects during your treatment with us. Please note we offer one on one talk therapy, couples therapy, family therapy, coaching services, workshops, and customized experiences. We do not offer medical advice, legal advice or consultation. We cannot prescribe medication and in some cases may not be able to sign return to work forms, school forms, or other legal forms.

By setting an appointment for a New Creo service, you are indicating that you understand the nature of services, risks involved, and alternatives to our services and that you want to obtain mental health or coaching services from us.

FEES and BILLING PROCEDURE

The fee for a 50 minute meeting with Michael Nevans is 165 USD, tax included.

Fees for all services will be paid in advance through the New Creo website or by the linked invoice provided to you by your counselor. For returning clients that wish to book directly with their New Creo service provider, an invoice will be sent and payment is expected before the beginning of the session. We have a 48 hour cancellation policy. If you do not show up for your session or fail to notify New Creo via email (michael@newcreo.com) or phone message / call (925-339-2949) at least 48 hours in advance of your session stating that you cannot attend, New Creo reserves the right to not offer you a refund for your session and can send you an invoice for the session fee if payment was not received yet.

THE RIGHTS OF THE CLIENT

You have a number of rights associated with receiving mental health and coaching services including the right to identify goals that will be the focus of your sessions, to ask questions about procedures, to propose changes in services. You have the right not to proceed with treatment or to voluntarily withdraw from treatment. If you wish to execute this right to withdraw from treatment, you forfeit any right to refund for services that have already been paid for.

For California residents - Should you have a complaint about your provider, you can file a complaint to the Board of Behavioral Sciences. The Board of Behavioral Sciences receives and responds to complaints about licensees and can be reached at (916) 574-7830 or via web form at <https://www.breeze.ca.gov/> by clicking on "File a Complaint" under the "For Consumers" section.

THE RESPONSIBILITIES OF THE CLIENT

You have a responsibility to be honest and open with New Creo when sharing information about yourself, attend scheduled appointments on time and be prepared to participate, be free from alcohol or street drugs, call 48 hours in advance to cancel an appointment, pay your bill and provide insurance information promptly. Let us know of any concerns you have about your services.

EMERGENCY ACCESS TO SERVICES

New Creo does not offer emergency access to services and does not commit to being able to provide crisis services. If you require immediate help there are other services that are available to you 24 hours a day, 7 days a week:

USA – National Suicide Prevention Lifeline – 800-273-8255 or dial 911 for emergency services

UK – Assist Line - 0800 689 5652 or dial 999 for emergency services

EU – Emergency services number 112

Japan - TELL Lifeline (8am-11pm) 03-5774-0992, Emergency 119

CLIENT CONSENT My scheduling and participation in services indicates that I fully understand all the information about services listed above, that I am aware of the risks, responsibilities and alternatives to mental health and/or substance abuse and coaching services and that I freely choose to participate in treatment with New Creo Counseling Solutions