

Certified Progressive Recovery Coach

Service Agreement

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Welcome and thank you for allowing me to work with you as your Certified Progressive Recovery Coach (CPRC). This document contains important information about my professional services and business policies.

SERVICES

Coaching varies depending on the particular problems you are experiencing and the personalities of you and your coach. Coaching uses many different methods to accomplish purposeful outcomes that you hope to address. These methods are PRC Activities which include, but not limited to (i.e. **Navigation** of treatment systems, **Engagement** in treatment, **Accompaniment** on recovery related activities, and **Reduction** of relapses). Together these four activities are the foundation for the acronym **N.E.A.R.** ...your coach is always near. It calls for active effort on your part including working on things that you/we talk about during sessions and at home.

Coaching has both benefits and risks. Since coaching often involves discussing unpleasant aspects of your life, you may experience uncomfortable feelings like sadness, guilt, anger, frustration, loneliness, and helplessness. On the other hand coaching often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress. There are no guarantees of what you will experience and there are alternatives to coaching that we can discuss.

CONTACTING YOUR COACH

I am sometimes not immediately available by telephone, and I do not answer the phone when I am with another client. When I am unavailable by phone you can leave a confidential message on my voicemail. I will make every effort to return your call as soon as I'm available. I also suggest you follow up your call with a text and/or email in case I can respond in this way prior to calling you back. Texting, phone, emailing, Facetime, Skyping and face to face will be ways in which I am able to work with you.

If I will be unavailable for any extended length time (i.e. vacation, business), I will confirm all your resource options and make the name of a colleague available, if necessary. When a vacation, and/or business travel comes up for you as a client, this too should be communicated. I can support you when possible in finding resources in the area which you'll be traveling, as long as the information is provided with a respectful amount of advance notice.

In an emergency, if you are unable to reach me coach, or any of your safe contacts, I advise you to go to your nearest emergency room or dial 911.

PROFESSIONAL RECORDS

As required by HIPAA, your coach keeps Protected Health Information about you in two sets of professional records. One set constitutes your program data plans and it includes information about your reasons for seeking a coach, a description of how your problem affects your life, the goals that are set for coaching, your progress towards those goals, your medical and social history, your treatment history, any past documents and records that have been received from other providers, professional consultants, your billing records, and any reports that have been sent to anyone, including reports sent to your insurance carrier. Except in unusual circumstances that involve danger to yourself and others or where information has been supplied confidentially by others, you may examine and/or receive a copy of your client's data request it in writing. Because these are professional records, which can sometimes be unsettling, we recommend that you initially review them in the presence of your coach, or have them forwarded to another mental health professional so you can discuss the contents.

LIMITS TO CONFIDENTIALTY

The law protects the privacy of all communications between a patient and a coach. In most situations, your coach can only release information about your plans and progress to others if you sign a written authorization form that meets certain legal requirements imposed by HIPAA. There are other situations that require only that you provide written, advanced consent. Your signature on this agreement provides consent for those activities as follows:

- Case consultation with other health and mental health professionals while making every effort to avoid revealing your identity.
- Disclosures require by health insurers or to collect overdue fees.

There are some situations where your coach is permitted or required to disclose information without either your consent or authorization.

- If you are involved in a court proceeding and a request is made for information concerning your diagnosis and/or coaching, such information is protected by the coach/client privilege law and any information cannot be provided without your written authorization or a court order. If you are involved in or contemplating litigation, you should consult with your attorney to determine whether a court would be likely to order your coach to disclose information.
- If a government agency is requesting the information for health oversight activities, your coach may be disclosed as part of the defense.
- If a patient files a worker's complaint or lawsuit against a coach, relevant information regarding that client may be disclosed as part of the defense.
- If a government agency is requesting the information for health oversight activities, your may be required to provide it.

MINORS AND PARENTS

Clients under 16 years of age who are not emancipated should be aware that the law may allow parents to examine their minor's records unless the coach decides that such access is likely to injure the minor. (There are some circumstances in which processes are available for not more than 6 sessions to a minor under 16 without parental consent or notification. The requirements for such nonconsensual management are complicated and can be discussed upon request.) Because privacy in a coaching relationship is often crucial for successful progress, particularly with minors, the coach may request an agreement from parents that they consent to give up their access to their minor's files if they agree, the coach will provide them only with general information about the progress of the minor's process, and attendance at scheduled sessions as well as a summary of their minor's services provided when it is complete. Any other communication will require the minor's consent, unless the minor is homicidal or suicidal, in which case, the coach will notify the parents or guardians of that concern. Before giving parents any information, the coach will discuss the matter with the minor, if possible, and discuss any objection.

BILLING AND PAYMENTS

You will be expected to pay for each session at the time it is held. Discount grouping options can be put together and paid for in full once they are agreed upon. A record of the grouping options provided will be signed off on as they are used.

Client _____ **Date** _____

Sponsor _____ **Date** _____

Coach _____ Date _____

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