

# *Counseling Office of Eileen Dewey, LCSW-C and Associates<sup>sm</sup>*

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## Client Orientation

### Confidentiality

- The staff adheres to a strict confidentiality policy. We require specific written authorizations to release information to anyone.
- Parents of minors will be provided the following information upon request: results of urinalyses and breathalyzers, attendance, upcoming appointments and payment records.
- Information discussed during counseling sessions will not be revealed to parents unless the minor voluntarily consents to the disclosure. If that is the case, the youth will be asked to sign a release form which indicates what information may be shared. We encourage family participants throughout the treatment process.
- Our staff members will not acknowledge you in public unless you initiate the contact. Please understand that our aim is to maintain your privacy at all times.
- In order to maintain your privacy, our staff members will not accept 'friend requests' on facebook or any other social networking site.
- A copy of our Notice of Privacy Practices is available upon request.
- If you have questions or concerns, please call the Privacy Officer at 410-730-1333.

### Communication

- The administrative staff handles all requests for appointments and correspondence. If you have a need that cannot be fulfilled by the administrative staff, a written message will be given to your counselor. Every attempt will be made to return your call within one business day. Please note that the counselors' schedules vary widely, and your counselor may not be in the office every day of the week.
- You may also choose to e-mail your counselor or psychiatrist at [cactar@verizon.net](mailto:cactar@verizon.net). Messages are printed several times each day and forwarded to the counselors.
- If you need to speak with your counselor or the psychiatrist for more than a few minutes, you will be billed in ten minute increments at the office rate of \$125/hour. If you know in advance that the phone call will be lengthy, you are encouraged to schedule a phone appointment so that your counselor or psychiatrist allows ample time to speak with you.

### Crisis Situations

- Although we will assist you in any way we can, we are not a crisis intervention facility.
- **In the event of a crisis situation, you are instructed to go to your nearest emergency room or call 911.**

## Correspondence

- We will not take verbal requests for letters or any other correspondence.
- All correspondence requests must be submitted in writing in order to ensure compliance with HIPAA regulations. Please utilize the Letters Needed Form for all correspondence requests. This form is available on our website and in the office.
- Due to the volume of correspondence we send on behalf of our clients, we ask that you submit your Letters Needed Form one week ahead of when needed.
- Letters will not be written if there is a balance on your account. Please keep this in mind when submitting your requests.
- If a probation officer wants a monthly report, you must put in a written request EACH month.

## Group Attendance

- If you are unable to make it to class, you must call or e-mail us to let us know. If you do not notify us prior to the group, you will be charged a missed fee of \$40.
- It is essential that you attend all of your scheduled sessions and you must choose a home group that you will attend every week. Makeup groups may be available in the event you are unable to attend your home group on a particular week.
- If you arrive more than 10 minutes late for a group session, you will not be admitted.
- If you do not attend your scheduled sessions for 30 days, Maryland regulations require that you be unsuccessfully discharged from the program.

## Cancellations and No Shows

- If you need to cancel an individual, psychiatric or family counseling session, you must call or email at least one day prior, or you will be charged the full fee for the session.

## Urine Screens (for those in substance abuse counseling or medication management)

- Random urinalyses will be given to monitor for sobriety from alcohol and illicit substances. Urinalyses are also used for medication monitoring for those who are receiving prescriptions from the psychiatrist.
- The fee for the urine screen is \$40. Since the tests are random, you may pay for them the following week.
- If you forget or refuse to submit to the urinalysis, the test is assumed to be positive.
- If you submit a positive or falsified urinalysis, you will be required to attend a 30-minute counseling session to reevaluate your current clinical needs. The fee for that session is \$75 and is likely to result in a change in your initial treatment plan.
- We do our best to address positive urine screens internally. Therefore, we do not automatically notify a probation officer or a parent. However, if your parent or probation officer calls us and requests urine screen results, we may need to provide them the information.

## Treatment Plan

- At the initial evaluation, the counselor creates a treatment plan which includes the type of care recommended and the expected duration of treatment. The plan may be revised if the counselor discovers that more complex issues need to be addressed (depression, anxiety, inability to maintain sobriety, etc.)
- Treatment recommendations are not “one size fits all”. Therefore, other participants in your group may be enrolled for a shorter or lengthier duration.
- There may come a time during your program when you feel that another group or a different type of treatment will be more suitable to your needs. If you find that you are struggling or are simply interested in exploring other treatment options, please speak to your counselor or another staff member for recommendations.

## Fees & Professional Services

- Payment is due at the time service.
- We are under no obligation to render services if you have an outstanding balance.
- You will not be let into group if your balance exceeds \$100.
- No progress or completion letters will be sent if there is a balance on your account.
- You will NOT be charged for preparation of the evaluation report, progress letters or completion letters; they are an included service.

Initial Evaluation	\$175
Psychiatric Evaluation	\$275
Custody Evaluation	\$275
SAP Program	\$450
Counseling (individual, family, marriage)	\$125/hour
Medication Management	\$125
Re-evaluation	\$75
Group Sessions	\$45-50

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Operation Breakthrough	\$350
Urinalysis (standard)	\$40
Urinalysis (special tests)	varies
Psychiatry follow ups	\$125 and up
Completion of forms exceeding 2 pages	\$25
Returned Check Fee	\$35
Credit Card Transactions	+2%
<b>Fees as of 11/14/2013</b>	

## Medications

- Please call us for a follow-up appointment BEFORE your medication runs low.
- In some cases we may authorize additional refills without an office visit. To request a refill, you must call your pharmacy and have them fax a refill request form to 410-730-1559.
- No refills will be submitted on a weekend or holiday.
- Some medications require pre-authorization. Although we try to initiate the authorization on the same day that we receive notice, please be aware that we do not have control over how long it will take for the insurance company to authorize the medication. Some authorizations may take up to a week!
- In some cases we may require that you bring your medications to your visit. If this is the case, we will call you ahead of time.
- New symptoms will require an appointment; Dr. Scotto will not diagnose via telephone.

## Buprenorphine Program Guidelines

- Photo identification with current address is required
- You are required to submit to routine urinalyses while on buprenorphine.
- Fees for urinalyses are the responsibility of the patient.
- No prescription will be replaced if lost, stolen, damaged or misplaced.
- You must provide us with your pharmacy name and phone number.
- Dr. Scotto will only prescribe Suboxone<sup>®</sup> film (no tablets) in most cases
- Our office requires that you attend counseling while on buprenorphine.
  - If you are attending support groups, you will need to bring proof of attendance.
  - If you are under the care of a therapist, you will be required to sign a medical release form so that we may verify that you are in ongoing treatment while on buprenorphine
- Inability to adhere to the buprenorphine program guidelines will result in termination of the patient-physician relationship