

**Gina Borelli Moore, MA, MFT**  
*Licensed Marriage & Family Therapist*

---

## **Client Information**

This information sheet covers a number of important issues related to your therapy. I will be glad to discuss any of them further with you if you have questions or concerns.

### The Therapy Process

By coming to therapy, you have taken a step that can provide you with many benefits. These include resolution of specific concerns that brought you to therapy, an increased understanding of yourself and personal goals, and a better ability to handle interpersonal relationships. The purpose of therapy is to make change, though this may cause some discomfort. Remembering and resolving unpleasant events can arouse intense feelings of anger, sadness, or fear, and you may feel better. You may make life changes you had not originally intended or you may be anxious for change to occur rapidly. Though difficult at these times, I encourage you to remember the goals that brought you to therapy and stay committed to a process that will help you improve the quality of your life. Emotions, thoughts, attitudes, habits and relationship patterns that have developed over the years will take some time to change.

### Confidentiality

In order to be of best help to you, communication with me must be open and honest. It is my responsibility to listen and provide an environment of trust so this may occur. All the information you share with me in therapy is held strictly confidential unless (1) you sign a written release of information; (2) I am ordered by a court to release information; (3) the client presents a physical danger to self or others; (4) child or elder abuse or neglect is suspected. In the latter two cases, therapists are required by law to report these incidents to designated authorities to provide for safety.

### Scheduling and Cancellations

Sessions last 50 minutes. Psychotherapy is most effective when we are able to meet consistently at least once a week. Once we have established a regular time, we make a commitment to working on the issues you bring to therapy during that time. For this reason, I have a 72 hour cancellation policy and payment is required for each scheduled appointment. If you need to cancel an appointment, though, I will make every effort to find an alternate appointment time to maintain the consistency of our sessions. There is no charge in the case of illness, an emergency, or during one of our vacations, but I still encourage we find another time to meet.

## Payment

Payment for your therapy is expected at the beginning of each session or at the beginning of each month. Should you forget to bring payment with you, please mail it in before your next session. It may be possible to use your health insurance to cover some of the cost of therapy, though you need to pay at the time of each session and be reimbursed by the insurance company. In order to do that, I will prepare a statement at the end of the month for you. A \$10 fee will be charged for a check returned due to insufficient funds.

## Contact

You may leave a message on my answering machine (415.460.6390) at any time of day or night. I will return your call within a few hours on weekdays and within 24 hours on weekends or holidays. I do not charge for telephone calls of less than 10 minutes. My charge for phone calls of 10 minutes or more is prorated based on your fee for a regular 50 minute session. When I am on vacation, I will arrange for another mental health professional to be available to you in my absence.

I have read and understand the above information and I have received a copy of the same.

Signature \_\_\_\_\_ Date \_\_\_\_\_