

Telephone Coaching Consultations

POLICIES & CONDITIONS

THE NEED:

The need for special arrangements is a reality for those individuals who are unable to leave their home because of a physical or emotional disability, or those who have a chronic illness that would prevent travel. Such compelling psychological or physiological disabilities can prevent office visits. Severe shyness or agoraphobia can make it impossible for someone to even enter a therapist's office.

Also, geographic isolation can make it difficult for someone to locate effective treatment options in their area. When a CHAANGE affiliated anxiety specialist is out of your reach geographically, other options are available. If you have a licensed therapist sufficiently close to you, who is well-qualified, knowledgeable about anxiety treatment, and in whom you have confidence, talk with them. They deserve your support as local professionals who have invested in being available to you.

If there is no such professional with specialized skills for treating anxiety close enough to you, or if there is some other obstacle to in-office appointments, and you feel that this service would be valuable to you, consider regularly scheduled telephone coaching consultations. Also, if you are anywhere in the world that has not yet developed resources for effective professional mental health treatments for your severe anxiety condition, we can serve you with focused telephone coaching consultations to support and guide you for as short or as long a period as proves helpful.

THE CHAANGE PROGRAM:

Individuals with severe anxiety and the depression that often results seem to respond well to telephone coaching. Telephone coaching consultations are used primarily in those cases where the client has the CHAANGE materials, or is currently enrolled in the CHAANGE program and is receiving the materials weekly. You can enroll in The CHAANGE program at any time. If you are already using the CHAANGE program on an in-home basis, and you would benefit from support and individualized direction that comes with regular sessions with a therapist, phone consultations might serve you well. You can combine your productive In-Home work with regularly scheduled telephone coaching consultations with either Dr. Pullen or Dolores S. Pullen, M.A., to help you get the most out of your experience with CHAANGE.

GETTING STARTED:

The client can expect that through written and interview methods, including a review of symptoms and history, we will arrive at diagnostic impressions. It will be important then to develop a treatment plan with agreement regarding goals. The methods to be used can also be discussed and agreed upon. If the overall health status of the client is unclear, they may be asked to arrange an appointment with his or her medical practitioner, in order to rule out other possible contributing factors. Of course, if the individual requesting telephone coaching has need of longer-term remedial efforts to treat a more serious disorder, he will be referred elsewhere for appropriate treatment.

CONFIDENTIALITY:

Whatever you say during a coaching session is generally considered confidential, however, there are some exceptions. For example, if you become involved in felony proceedings, our records are subject to subpoena. If you tell us you plan to harm anyone, we are obliged to warn the potential victim or the appropriate authorities. Should you tell us that you are committing child abuse or child molestation, we are legally mandated to notify the authorities. We also want to mention that, though unlikely, cellular phones and Internet phones can be subject to unauthorized eavesdropping. We know of no instance where such an intrusion has occurred, but we want you to know about that

possibility.

FEES:

Telephone coaching consultations with either Dr. Pullen or Dolores S. Pullen are \$60.00 per 30-minute session. Some participants prefer the longer 45-minute session for \$90.00, particularly in the beginning, and that can be arranged. We will bill to your MasterCard, Visa, American Express, or any major credit card account the same day of your appointment. Credit card transaction slips will be in your file here at CHAANGE Headquarters. You may request the receipts or an itemized billing at any time. Should we ever commit an error by charging too much or too little, please let us know. Silence at these times is the enemy of a productive and satisfying relationship.

Some people have expressed concern about long-distance telephone charges. With an MCI prepaid phone card available at Costco and similar stores, a 30-minute call costs only 90 cents plus my 30-minute fee. If you are in a country with no access to phone discount services, you may want to investigate the Internet telephone services like net2phone. There are several services that allow you to use your computer to make long-distance phone calls though your Internet connection with little or no charge.

APPOINTMENTS:

The sessions are usually once weekly. Our agreement is to be at the telephone when you call, at the mutually agreed upon time of your appointment. This will be respected unless a desired change is requested ahead of time. You will be billed for all time reserved, unless you give at least 48 hours notice of a cancellation. When you are ready to discontinue your appointments, please make that clear in your final sessions, so that we do not reserve time for you that will not be used.

We look forward to a productive and satisfying relationship with you, and are pleased we can be of service. Return by mail or fax (619-224-2215) the signed duplicate of this sheet and keep one for your records.

"I have read and understand the above information."

Signature _____ Date _____