

## TELEPHONE or VIDEOPHONE CONSULTATIONS.

### \*Policies and Conditions\*

Wanting to be free from anxious, uncomfortable thoughts and feelings? That is what we are about. That is what we offer no matter where you are. And that can include the optional telephone coaching sessions, where you can even choose face-to-face video sessions at no additional cost (SEE SKYPE.Com).

### THE NEED

If distance, expense or emotional or physical problems make it too difficult to get to one of our CHAANGE Trained affiliated professionals, Telephone Coaching sessions with Dr. Pullen may be an ideal solution. He has been helping anxious people to freedom in this way for more than 20 years with satisfying results. He can serve you with support and guidance for as short or long a period as proves helpful to you. Your choice. And the service is both convenient and economical. To talk with Dr. Pullen and get answers to your questions or issues, call him at (619) 795-8477. No charge, no obligation.

### THE CHAANGE PROGRAM:

Individuals with severe anxiety, and perhaps the depression that often comes with it, seem to respond well to telephone coaching. These consultations are primarily in those cases where the client has the CHAANGE materials, or is currently enrolled in the CHAANGE program. You can enroll in the CHAANGE Program on an in-home basis and benefit from the support and individualized direction. You can combine your productive in-home work with regularly scheduled consultations with Dr. Pullen to help you get the most out of your experience with CHAANGE. Living what you learn, you can have freedom from severe anxiety thoroughly and permanently. You can feel truly in charge of your life.

### GETTING STARTED:

You 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 plan with agreement regarding goals. If your overall health status is unclear, we may suggest that you consider arranging an appointment with your medical practitioner, in order to rule out other possible contributing factors. Of course, if you seem to have need of longer-term remedial efforts to treat a more serious disorder, you may be referred elsewhere for appropriate treatment. For answers to your questions call us at (619) 224-2216 or (619) 795-8477.

### 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 or videophone coaching consultations with Dr. Pullen are \$45.00 per 30-minute session, a time period that generally works well when using the phone. 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. When you have insurance that pays for telephone services, such as "Health Savings" type insurance, we will provide you the billing statement you will need. 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.

No need for concern about long-distance telephone charges, if you have National Service with you phone company. Check with them. Or ask about a discount phone card at Costco or similar stores. A 30-minute call costs only 90 cents. If you are in a country with no access to phone discount services, you may want to investigate the Internet telephone services, like SKYPE.Com. It is a service that allow you to use your computer to make long-distance phone calls through your internet connection with no charge and excellent sound quality. Even video conferencing is possible at no additional cost, no matter where you are, face to face.

APPOINTMENTS:

The sessions are usually once weekly for as long as they are beneficial for you. Our agreement is to be at the telephone when you call at the mutually agreed 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 arrange another time/day or 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 will be happy to answer your questions and look forward to serving you. Please return this Agreement by mail or fax (619) 225-2211 for Dr Pullen. Do keep the signed duplicate of this sheet for your records.

"I have read and understand the above information."

Signature-----Date-----

Print Name\_\_\_\_\_

John R. Pullen, Ph. D.  
International Director – CHAANGE, Inc