



AGREEMENT TO SERVICES, NOTICE, AND FAMILY QUESTIONNAIRE

Welcome! Please take some time to read and fill out this Agreement and the questionnaire. The last few pages contain a copy of the Agreement and are for you to keep for your personal records. We will discuss any questions you have about the Agreement in our meetings together.

How did you find this practice/who referred you? _____

ADULT CLIENTS:

Adult One Name _____ DOB _____

Street _____ City _____ State _____ Zip Code _____

Home number _____ Work number _____ Cell number _____

Which, if any, of these numbers may Dr. Camden use to leave a message? _____ Home _____ Work _____ Cell

Email address, if desired (please see policy regarding email communication
below) _____

Employer _____ Position _____

Emergency contact name _____ Phone _____

(By entering this name and phone number, you are agreeing to give Dr. Camden permission to contact this person in case of a situation Dr. Camden deems, in her professional judgment, to be an emergency.)

Previous counseling or therapy? _____

Health concerns/prescriptions? _____

Adult Two Name _____ DOB _____

Street _____ City _____ State _____ Zip Code _____

Home number _____ Work number _____ Cell number _____

Which, if any, of these numbers may Dr. Camden use to leave a message? _____ Home _____ Work _____ Cell

Email address, if desired (please see policy regarding email communication
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Adult Three Name _____ DOB _____

Street _____ City _____ State _____ Zip Code _____

Home number _____ Work number _____ Cell number _____

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Previous counseling or therapy? _____

Health concerns/prescriptions? _____

MINOR CHILD CLIENTS:

Child One Name _____ Current age _____ DOB _____

School _____ Grade _____ Gender _____

During pregnancy, were there any major illnesses or accidents, significant stressors or traumas, exposure to drugs/alcohol? Please describe _____

Does this child have any developmental delays, learning problems, health concerns, allergies, or other special needs?

Any educational issues for this child? _____

What else would you like to make note of regarding this child?

Child Two Name _____ Current age _____ DOB _____

School _____ Grade _____ Gender _____

During pregnancy, were there any major illnesses or accidents, significant stressors or traumas, exposure to drugs/alcohol? Please describe _____

Does this child have any developmental delays, learning problems, health concerns, allergies, or other special needs?

Any educational issues for this child? _____

What else would you like to make note of regarding this child? _____

Child Three Name _____ Current age _____ DOB _____

School _____ Grade _____ Gender _____

During pregnancy, were there any major illnesses or accidents, significant stressors or traumas, exposure to drugs/alcohol? Please describe _____

Does this child have any developmental delays, learning problems, health concerns, allergies, or other special needs?

Any educational issues for this child? _____

What else would you like to make note of regarding this child? _____

Child Four Name _____ Current age _____ DOB _____

School _____ Grade _____ Gender _____

During pregnancy, were there any major illnesses or accidents, significant stressors or traumas, exposure to drugs/alcohol? Please describe _____

Does this child have any developmental delays, learning problems, health concerns, allergies, or other special needs?

Any educational issues for this child? _____

What else would you like to make note of regarding this child? _____

AGREEMENT

This document (the Agreement) contains important information about my professional services and business policies. It also contains summary information about the Health Insurance Portability and Accountability Act (HIPAA), a federal law that provides privacy protections and patient rights regarding the use and disclosure of your Protected Health Information (PHI) used for the purpose of treatment, payment, and health care operations. HIPAA requires that I provide you with a Notice of Privacy Practices (the Notice) for use and disclosure of PHI for treatment, payment and health care operations. The Notice, which is a part of this document, explains HIPAA and its application to your personal health information in greater detail. The law requires that I obtain your signature acknowledging that I have provided you with this information. There is an extra copy attached for you to keep for your records. Although these documents are long and sometimes complex, it is important that you read them carefully. We can discuss any questions you have about anything in this document at any time. When you sign this document, it will also represent an agreement between us.

PSYCHOLOGICAL SERVICES

Psychotherapy is not easily described in general statements. It varies depending on the personalities of the psychologist and patient, and the particular concerns you wish us to address together. There are many different methods I may use to deal with the issues you hope to address. Psychotherapy is not like a medical doctor visit. Instead, it calls for a very active effort on your part. You will make the best progress if you work actively on things we address, both in our sessions and at home.

Psychotherapy can have benefits and risks. Since therapy 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, psychotherapy has also been shown to have many benefits. Therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress. There can be no guarantee of what you will experience.

Our first few sessions will involve an evaluation of your needs. By the end of the evaluation, I will be able to offer you some first impressions of what our work will include and a treatment plan to follow, if you decide to continue with therapy. You should evaluate this information along with your own opinions of whether you feel comfortable working with me. Therapy involves a commitment of time, money, and energy, so you should be careful about the therapist you select. If you have questions about my procedures, we should discuss them whenever they arise. If your doubts persist, I will be happy to help you set up a meeting with another mental health professional for a second opinion.

MEETINGS

I usually schedule one 50-minute session (one appointment hour of 50 minutes duration) per week or every other week at a time we agree upon, although some sessions may be longer or more or less frequent. ***Once an appointment hour is scheduled, you will be expected to pay for it unless you provide 24 hours advance notice of cancellation, or unless I can fill the open slot with another patient. An appointment scheduled for Monday must be cancelled by 5 PM the preceding Thursday to avoid having to pay for the Monday session.*** Please note that Insurance companies do not provide reimbursement for cancelled sessions or missed appointments.

PROFESSIONAL FEES

My fee for a standard 50-minute session is \$180.00. In addition to appointments, I charge this amount for other professional services you may need, although I will break down the cost into tenths of an hour if I work for periods of less than 50 minutes. Other services might include report writing, telephone conversations lasting longer than five minutes, email exchanges, consulting with other professionals with your permission, preparation of records or treatment summaries, and the time spent performing any other service you or your representative may request of me.

At the time of scheduling your first appointment, you will be asked to pay for the first session to hold your spot, using a secure, HIPAA-compliant credit card processing service called Ivy Pay. With your consent, you will receive a text message from Ivy, asking you to enter your credit card information and make your first payment. This is a one-time set up. Thereafter, each time a fee is generated, it will be charged to this credit card using Ivy. (If you prefer, you may pay for in-person services with cash or check.) If your card is charged for a session or for one of the other services described above, you will receive a text message notifying you that a fee has been processed. More detailed information about Ivy Pay is included later in this Agreement.

If you become involved in legal proceedings that require my participation, you will be expected to pay for my professional time, including preparation and transportation time costs, even if I am called to testify by another party. Because of the complexity and liability of legal involvement, I charge \$225 per hour for preparation for and participation in any legal proceeding. You will find more information about court involvement below in the section entitled Limits on Confidentiality.

CONTACTING ME

Because I spend most of my day in session with patients, I am not often immediately available by telephone. While I am usually in my office, Monday through Thursday and on some Fridays, I do not answer the phone when I am with a patient. The best time to reach me is often between noon and 2:00 PM or between 6:15 and 6:45 PM. When I am unavailable, you may leave a message on my confidential voicemail. I will make every effort to return your call within 24 hours, with the exception of Fridays, weekends and holidays. If you are also difficult to reach, please inform me of the best times to call you back. You can also reach me by email at drcamden@camdencounseling.com. Because email is inherently lacking in confidential, I ask that you use this address primarily for scheduling issues only. If you would like to send me an encrypted message for more secure privacy, ask me to email you a message with a question and a password. We can then use that email string under the protection of further encryption.

URGENT CONTACT

If you are unable to reach me and feel that you cannot wait for me to return your call, contact your family physician or Highlands Behavioral Health at 720-348-2800. If your emergency is life threatening, please call 911 or go to the nearest emergency room and ask for the psychologist on call. If I will be unavailable for an extended time, I will provide you with the name of a colleague to contact, if necessary, on my outgoing voicemail greeting and in an automatic email reply.

LIMITS ON CONFIDENTIALITY

The law protects the privacy of all communications between a patient and a psychologist. In most situations, I can only release information about your treatment 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, advance consent. Your signature on this Agreement provides consent for those activities, as follows:

- I may occasionally find it helpful to consult other health and mental health professionals about a case. During a consultation, I make every effort to avoid revealing the identity of my patient. The other professionals are also legally bound to keep the information confidential. If you do not object, I will probably not mention such consultations unless I feel that it is important to our work together. I will note all consultations in your Clinical Record (which is called "PHI" in my Notice of Psychologist's Policies and Practices to Protect the Privacy of Your Health Information).
- You should be aware that I may employ administrative staff. In most cases, I need to share protected information with these individuals for purposes, such as, billing, filing, and quality assurance. All staff members are given training about protecting your privacy and agree not to release any information outside of the practice, save for fee collection purposes.
- If a patient threatens to harm himself/herself, I may be obligated to seek hospitalization for him/her, or to contact family members or others who can help provide protection.
- ***For family therapy: Dr. Camden reserves the right to share information at her professional discretion between family members as listed in this document and does not agree to hold secrets between family members. By signing this document, you agree to this condition. While this condition is***

required for treatment, Dr. Camden is glad to discuss with you how she makes decisions about when, what, and how much to share between family members.

There are some situations where I am 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 my professional services, such information is protected by the psychologist-patient privilege law. I cannot provide any information without either 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 me to disclose information.

- If a government agency is requesting the information for health oversight activities, I am required to provide it for them.
- If a patient files a complaint or lawsuit against me, I will disclose relevant information regarding that patient in order to defend myself. Note that in Colorado, any person who alleges that a mental health professional has violated licensing laws related to the maintenance of records of a client eighteen years of age or older must file a complaint or other notice with the licensing board within seven years after the person discovered or reasonably should have discovered this. Pursuant to law, this practice will maintain records for a period of seven years commencing on the date of termination of services or on the date of last contact with the client, whichever is later.
- If a patient files a worker's compensation claim, I am required to submit a report to the Workers' Compensation Division.

There are some situations in which I am legally obligated to take actions, which I believe are necessary to attempt to protect others from harm and I may have to reveal some information about a patient's treatment. These situations are unusual in my practice.

- If I have reasonable cause to know or suspect that a child has been subjected to abuse or neglect or if I have observed a child being subjected to circumstances or conditions which would reasonably result in abuse or neglect, the law requires that I file a report with the appropriate governmental agency. Once such a report is filed, I may be required to provide additional information.
- If I have reasonable cause to believe that an at-risk adult has been or is at imminent risk of being mistreated, self-neglected, or financially exploited, the law requires that I file a report with the appropriate governmental agency. Once such a report is filed, I may be required to provide additional information
- If a patient communicates a serious threat of imminent physical violence against a specific person or persons, or toward a specific location, I must make an effort to notify such person or location; and/or

notify an appropriate law enforcement agency; and/or take other appropriate action including seeking hospitalization of the patient.

While this written summary of exceptions to confidentiality should prove helpful in informing you about potential problems, it is important that we discuss any questions or concerns that you may have now or in the future. The laws governing confidentiality can be quite complex, and I am not an attorney. In situations where specific advice is required, formal legal advice may be needed.

PROFESSIONAL RECORDS

The laws and standards of my profession require that I keep Protected Health Information (PHI) about you in your Clinical Record. Colorado has a psychotherapist-patient privilege which means mental health professionals cannot be asked about any knowledge gained during the course of therapy without the consent of the person to whom the testimony relates (C.R.S. 13-90-107 (g)). This privilege extends to treatment records including psychotherapy notes.

Juvenile patients, in particular, require the privacy protection provided by the psychotherapist-patient privilege due to the sensitive nature of children's mental health care (Dill v. People, 927 P.2d 1315, 1321 Colo. 1996.) While patients have the right to submit in writing a request to examine and/or receive a copy of the Clinical Record, these are professional records and can be misinterpreted and/or be upsetting to untrained readers. If I believe disclosure of records may cause psychological harm to the patient, I may instead provide you with a written summary of the records (C.R. S. 25-1-802 (1) (a)). If I refuse your request for access to records, you have a right of review, which I will discuss with you upon request.

Client records are kept for seven years after the last date of contact or, in the case of juveniles, for seven years after the child enters majority.

PATIENT RIGHTS

HIPAA provides you with several new or expanded rights regarding your Clinical Record and disclosures of protected health information. These rights include requesting that I amend your record; requesting restrictions on what information from your Clinical Record is disclosed to others; requesting an accounting of most disclosures of protected health information that you have neither consented to nor authorized; determining the location to which protected information disclosures are sent; having any complaints you make about my policies and procedures recorded in your records; and the right to a paper copy of this Agreement and Notice, and my privacy policies and procedures. I am happy to discuss any of these rights with you. Please note that copy is attached to this document.

You also have a right to inquire about my professional training and credentials and you are always welcome to do so. In summary, I am a psychologist, licensed in the state of Colorado since 1997. I completed a master's degree in counseling and general psychology at the University of West Florida in 1991 and a doctorate in professional psychology at the University of Denver in 1995. I also hold a bachelor's degree in Social Work and English Literature. My training at the University of Denver was approved by the American Psychological Association as was my pre-doctoral internship site at Indiana University Counseling and Psychological Services. I specialize in adult, child, and family therapy, divorce recovery, trauma recovery, and psychological testing. I have been trained in Eye Movement Desensitization Reprocessing (EMDR) since 2000 and continue to study

and implement this therapy technique. I also pursue continuing education in variety of areas, particularly trauma recovery, divorce-related matters, and clinical applications of neurobiology and mind-body studies. You are entitled to request information about the methods of therapy, techniques used, probable duration of therapy if known, and the fee structure. You may seek a second opinion from another therapist or terminate therapy at any time.

The practice of licensed or registered persons in the field of psychotherapy is regulated by the Mental Health Licensing Section of the Division of Registrations. The Board of Psychologist Examiners can be reached at 1560 Broadway, Suite 1350, Denver, Colorado 80202, (303) 894-7800. In a professional relationship, sexual intimacy is never appropriate and should be reported to the board that licenses, registers, or certifies the licensee, registrant or certificate holder. Any person filing a complaint relating to maintenance of records must do so within seven years after the person discovered or reasonably should have discovered the alleged misconduct. Records may not be available after seven years.

Regulatory requirements applicable to mental health professionals: a Licensed Clinical Social Worker, a Licensed Marriage and Family Therapist, and a Licensed Professional Counselor must hold a master's degree in their profession and have two years of post-masters supervision. A Licensed Psychologist must hold a doctorate degree in psychology and have one year of post-doctoral supervision. A Licensed Social Worker must hold a master's degree in social work. A Psychologist Candidate, a Marriage and Family Therapist Candidate, and a Licensed Professional Counselor Candidate must hold the necessary licensing degree and be in the process of completing the required supervision for licensure. A Certified Addiction Counselor I (CAC I) must be a high school graduate, and complete required training hours and 1,000 hours of supervised experience. A CAC II must complete additional required training hours and 2,000 hours of supervised experience. A CAC III must have a bachelor's degree in behavioral health, and complete additional required training hours and 2,000 hours of supervised experience. A Licensed Addiction Counselor must have a clinical master's degree and meet the CAC III requirements. A Registered Psychotherapist is registered with the State Board of Registered Psychotherapists, is not licensed or certified, and no degree, training or experience is required.

MINORS & PARENTS

Patients under 15 years of age who are not emancipated and their parents should be aware that the law may allow parents to examine their child's treatment records, unless I decide that such access is likely to injure the child ((C.R. S. 25-1-802 (1) (a)). Because privacy in psychotherapy is often crucial to successful progress, it is my policy to request an agreement from parents that they consent to give up access to their child's records. During treatment, I will usually provide them only with general information about the progress of the child's treatment, and his/her attendance at scheduled sessions, except in the case of very young children. Upon written request, I will also provide parents with a summary of their child's treatment when it is complete. Any other communication will require the child's Authorization to release records, unless I feel that the child is in danger or is a danger to someone else, in which case, I will notify the parents and/or appropriate authorities of my concern. Before giving parents any information, I will discuss the matter with the child, if possible, and do my best to handle any objections he/she may have.

BILLING AND PAYMENTS

You will be expected to pay for each session at the beginning of each appointment, with a check, cash, or the credit card you put on file with Ivy Pay unless otherwise arranged. If your account has not been paid for more than 90 days and arrangements for payment have not been agreed upon, I have the option of using legal means to secure the payment. This may involve hiring a collection agency or going through small claims court, which will require me to disclose otherwise confidential information. In most collection situations, the only information I release regarding a patient's treatment is his/her name, the nature of services provided, and the amount due. If such legal action is necessary, its costs will be included in the claim. See below for more information about Ivy Pay security:

Ivy Pay Security Guide

How Ivy Pay protects your health information

Ivy Pay is HIPAA-secure, using technical, administrative and physical safeguards to protect your patient health information. Ivy Pay goes a step further and protects the confidentiality of the therapeutic relationship so it is not revealed.

How Ivy Pay protects your financial information

Ivy Pay uses advanced security systems and data encryption to protect you and guard against unauthorized transactions and access to your personal or financial information.

Encryption and SSL: Your financial information is encrypted, stored and protected on secure servers. On the web, SSL is active. Ivy Pay ensures that the system meets and exceeds security industry standards and best practices.

PCI data security: Anyone involved with processing, transmission, or storage of credit card data must comply with the Payment Card Industry Data Security (PCI DSS). Card processing adheres to PCI Data Security Standard (PCI DSS).

Please let Dr. Camden know if you have any questions about this method of accepting payment, or, as noted above, about anything in this Agreement and Notice.

Your signature below indicates that you have read this agreement and agree to abide by its terms, including waiver of access to a child patient's records, and also serves as an acknowledgement that you have received the HIPAA notice form described above.

Signature

Date

Printed Name

Signature

Date

Printed Name

Signature

Date

Printed Name

FAMILY THERAPY INFORMATION

PROBLEM IDENTIFICATION

What concern brings you in for family therapy?

How long has this concern been a problem?

How have you tried to resolve this problem on your own?

How would you estimate the severity of the concern/s at this time?

Mild

Moderate

Serious

Severe

What social supports does this family have? (e.g., extended family, friends, other therapists, helpful school staff, spiritual community, etc)

What is your cultural/ethnic background? (if you would like to share it)

How connected to this heritage do you feel the family is?

Is there anything you would especially like the therapist to understand about your cultural/ethnic background?

What other information would you like to share about yourselves and the problem that brings you in?

What do you hope can be different and better in your family as a result of this therapy?

The following pages are yours to keep for your records:

TAKE-HOME COPY OF THE AGREEMENT AND NOTICE: Please keep this copy for your records.

Welcome! This document (the Agreement) contains important information about my professional services and business policies. It also contains summary information about the Health Insurance Portability and Accountability Act (HIPAA), a federal law that provides privacy protections and patient rights regarding the use and disclosure of your Protected Health Information (PHI) used for the purpose of treatment, payment, and health care operations. HIPAA requires that I provide you with a Notice of Privacy Practices (the Notice) for use and disclosure of PHI for treatment, payment and health care operations. The Notice, which is a part of this document, explains HIPAA and its application to your personal health information in greater detail. The law requires that I obtain your signature acknowledging that I have provided you with this information. There is an extra copy attached for you to keep for your records. Although these documents are long and sometimes complex, it is important that you read them carefully. We can discuss any questions you have about anything in this document at any time. When you sign this document, it will also represent an agreement between us.

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- If a patient files a complaint or lawsuit against me, I will disclose relevant information regarding that patient in order to defend myself. Note that in Colorado, any person who alleges that a mental health professional has violated licensing laws related to the maintenance of records of a client eighteen

years of age or older must file a complaint or other notice with the licensing board within seven years after the person discovered or reasonably should have discovered this. Pursuant to law, this practice will maintain records for a period of seven years commencing on the date of termination of services or on the date of last contact with the client, whichever is later.

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- If I have reasonable cause to know or suspect that a child has been subjected to abuse or neglect or if I have observed a child being subjected to circumstances or conditions which would reasonably result in abuse or neglect, the law requires that I file a report with the appropriate governmental agency. Once such a report is filed, I may be required to provide additional information.
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Client records are kept for seven years after the last date of contact or, in the case of juveniles, for seven years after the child enters majority.

PATIENT RIGHTS

HIPAA provides you with several new or expanded rights regarding your Clinical Record and disclosures of protected health information. These rights include requesting that I amend your record; requesting restrictions on what information from your Clinical Record is disclosed to others; requesting an accounting of most disclosures of protected health information that you have neither consented to nor authorized; determining the location to which protected information disclosures are sent; having any complaints you make about my policies and procedures recorded in your records; and the right to a paper copy of this Agreement and Notice, and my privacy policies and procedures. I am happy to discuss any of these rights with you. Please note that copy is attached to this document.

You also have a right to inquire about my professional training and credentials and you are always welcome to do so. In summary, I am a psychologist, licensed in the state of Colorado since 1997. I completed a master's degree in counseling and general psychology at the University of West Florida in 1991 and a doctorate in professional psychology at the University of Denver in 1995. I also hold a bachelor's degree in Social Work and English Literature. My training at the University of Denver was approved by the American Psychological Association as was my pre-doctoral internship site at Indiana University Counseling and Psychological Services. I specialize in adult, child, and family therapy, divorce recovery, trauma recovery, and psychological testing. I have been trained in Eye Movement Desensitization Reprocessing (EMDR) since 2000 and continue to study and implement this therapy technique. I also pursue continuing education in variety of areas, particularly trauma recovery, divorce-related matters, and clinical applications of neurobiology and mind-body studies. You are entitled to request information about the methods of therapy, techniques used, probable duration of therapy if known, and the fee structure. You may seek a second opinion from another therapist or terminate therapy at any time.

The practice of licensed or registered persons in the field of psychotherapy is regulated by the Mental Health Licensing Section of the Division of Registrations. The Board of Psychologist Examiners can be reached at 1560 Broadway, Suite 1350, Denver, Colorado 80202, (303) 894-7800. In a professional relationship, sexual intimacy is never appropriate and should be reported to the board that licenses, registers, or certifies the licensee, registrant or certificate holder. Any person filing a complaint relating to maintenance of records must do so within seven years after the person discovered or reasonably should have discovered the alleged misconduct. Records may not be available after seven years.

Regulatory requirements applicable to mental health professionals: a Licensed Clinical Social Worker, a Licensed Marriage and Family Therapist, and a Licensed Professional Counselor must hold a master's degree in their profession and have two years of post-masters supervision. A Licensed Psychologist must hold a doctorate degree in psychology and have one year of post-doctoral supervision. A Licensed Social Worker must hold a master's degree in social work. A Psychologist Candidate, a Marriage and Family Therapist

Candidate, and a Licensed Professional Counselor Candidate must hold the necessary licensing degree and be in the process of completing the required supervision for licensure. A Certified Addiction Counselor I (CAC I) must be a high school graduate, and complete required training hours and 1,000 hours of supervised experience. A CAC II must complete additional required training hours and 2,000 hours of supervised experience. A CAC III must have a bachelor's degree in behavioral health, and complete additional required training hours and 2,000 hours of supervised experience. A Licensed Addiction Counselor must have a clinical master's degree and meet the CAC III requirements. A Registered Psychotherapist is registered with the State Board of Registered Psychotherapists, is not licensed or certified, and no degree, training or experience is required.

MINORS & PARENTS

Patients under 15 years of age who are not emancipated and their parents should be aware that the law may allow parents to examine their child's treatment records, unless I decide that such access is likely to injure the child ((C.R. S. 25-1-802 (1) (a). Because privacy in psychotherapy is often crucial to successful progress, it is my policy to request an agreement from parents that they consent to give up access to their child's records. During treatment, I will usually provide them only with general information about the progress of the child's treatment, and his/her attendance at scheduled sessions, except in the case of very young children. Upon written request, I will also provide parents with a summary of their child's treatment when it is complete. Any other communication will require the child's Authorization to release records, unless I feel that the child is in danger or is a danger to someone else, in which case, I will notify the parents and/or appropriate authorities of my concern. Before giving parents any information, I will discuss the matter with the child, if possible, and do my best to handle any objections he/she may have.

BILLING AND PAYMENTS

You will be expected to pay for each session at the beginning of each appointment, with a check, cash, or the credit card you put on file with Ivy Pay unless otherwise arranged. If your account has not been paid for more than 90 days and arrangements for payment have not been agreed upon, I have the option of using legal means to secure the payment. This may involve hiring a collection agency or going through small claims court, which will require me to disclose otherwise confidential information. In most collection situations, the only information I release regarding a patient's treatment is his/her name, the nature of services provided, and the amount due. If such legal action is necessary, its costs will be included in the claim. See below for more information about Ivy Pay security:

Ivy Pay Security Guide

How Ivy Pay protects your health information

Ivy Pay is HIPAA-secure, using technical, administrative and physical safeguards to protect your patient health information. Ivy Pay goes a step further and protects the confidentiality of the therapeutic relationship so it is not revealed.

How Ivy Pay protects your financial information

Ivy Pay uses advanced security systems and data encryption to protect you and guard against unauthorized transactions and access to your personal or financial information.

Encryption and SSL: Your financial information is encrypted, stored and protected on secure servers. On the web, SSL is active. Ivy Pay ensures that the system meets and exceeds security industry standards and best practices.

PCI data security: Anyone involved with processing, transmission, or storage of credit card data must comply with the Payment Card Industry Data Security (PCI DSS). Card processing adheres to PCI Data Security Standard (PCI DSS).

Please let Dr. Camden know if you have any questions about this method of accepting payment, or, as noted above, about anything in this Agreement and Notice.