



PRIVACY POLICIES

(How and with whom information of client's is shared)

- A. At Terrapin Therapeutic Collaborative we value your confidentiality and safety highly. To that end all staff working within the collaborative are **mandated reporters** and as such if any staff feel that any member of the family system we are working with is at risk of harm, neglect, abuse or mistreatment in any way we must report this suspicion to the Department of Children and Families or other governing local agency. Whenever possible we make the call to authorities collaboratively and client is aware of the need to call. If a staff member feels that being transparent may put the family at risk for further harm, the report is filed without family knowledge. Questions about this policy can be discussed at intake with your assigned therapist.
- B. Clinicians at Terrapin Collaborative may discuss your case in **confidential supervision** as a means to collect best practice resources. These meetings are held with professional colleagues affiliated with Terrapin in secure and confidential locations.
- C. Clinician's at Terrapin Collaborative may **bill your insurance provider** and as such they would know your participation in therapy. Insurance providers are given information pertaining to diagnosis, goals and progress towards goals as well as scheduled appointments.
- D. Terrapin Therapeutic Collaborative contracts with P.W. Billing Inc. Rebecca Watkins owner for all billing matters. Insurance billing is processed through this company. Contact information for this company is:

PWBillingInc@gmail.com.

Phone: 603-819-8544

Fax (603)382-7088

P.O. Box 271

Plaistow, NH 03865.

Should you have billing inquiries all communication may be addressed to P.W. Billing Inc. PW billing Inc will be sending statements to each client at the close of each month..

- E. Clinicians at Terrapin Collaborative **may discuss your case with any party with whom you sign a confidential release for us to speak with.** You may rescind that consent at any point by notifying your therapist.
- F. If Terrapin Therapeutic Collaborative Staff **receive a subpoena** from a judge we must honor that mandate. Clients will be made aware if a court has requested their record. Following that request staff at Terrapin Therapeutic Collaborative may enforce the court involvement policy reviewed below:

Court involvement Policy

As stated in the consent to treat; therapists at Terrapin Collaborative are not at liberty to conduct forensic or trauma evaluations. We cannot serve as expert witnesses nor are therapists able to speak of their opinions. If subpoenaed the only data, which can be shared, will be dates of service, diagnosis, goals and progress towards goals. Therapists will be compensated at their full hourly rate in the event they need to be in court. An insurance provider cannot pay this fee.