

## Confidentiality

### Legal limits

Except as required by law, the information provided by and to you during therapy sessions is legally confidential, including the fact that you are our client. Exceptions to confidentiality include threat of serious harm to self or others and child abuse.

### Written records

As professional therapists, we are required to keep written records of each session. We will review these with you at any time and will write them at the end of the session with your input if you wish. In order to insure your privacy, all written records that leave our office (including insurance forms) will be sent to you so that you can send them out yourself.

### Family members

We will not share things that your child or spouse tells us with you unless they give us permission. If they tell us something that we think you should know, we do reserve the right to try to convince them to tell you themselves.

### Abuse by past therapists

We believe that it is not only unethical but also extremely damaging for a therapist to have any sort of sexual relationship with a client. If you have been abused in this way we will do our best to convince you to report that therapist to the appropriate licensing board and professional organization. Reporting such abuse will not only help prevent the therapist from abusing other people but will also help him or her to get the help that they need.

## Contacting Us

### Call-in period

During call in times, we answer the phone directly. If you get the voicemail, it means that we are on the line with someone else. Try again in a few minutes and you should get through. This period is free of charge for all current and past clients.

### Emergencies

Please call the main number at any time to get the current emergency number. If we don't answer immediately it means that we may be in the middle of a presentation, on the highway, involved in an urgent issue, or temporarily out of range. We will return the call as soon as possible, usually within an hour. If you are experiencing a critical emergency (for example, if you are considering hurting yourself) call 911 or contact your nearest hospital emergency room and have them call us when you get there. Note that most insurance policies do not cover emergency phone calls.

## David M. Russell, Ph.D.

1001 Farmington Ave., Suite 304  
West Hartford, CT 06107-2121

**860 561-4841**

Fax: 860 561-4891

Email: [info@DavidRussellPhD.com](mailto:info@DavidRussellPhD.com)

*Hours:* 9:00 a.m. -5:30 p.m.  
Monday, Wednesday, Thursday and Friday  
Tuesday 1:00 p.m. -5-30 p.m.

*Call-in period:* 8:30-9:00 a.m.  
Monday, Wednesday, Friday

Emergency: Call the main number any time to get the current emergency number

[www.DavidRussellPhD.com](http://www.DavidRussellPhD.com)

# RUSSELL ASSOCIATES

## INFORMATION FOR NEW CLIENTS



***Because you are  
ready to  
move forward...***

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## Length of Treatment

We are committed to help you achieve the greatest possible change in the shortest possible time. We have found that the severity of symptoms or the number of problems has little to do with the time it takes to resolve an issue. Factors that seem to predict how long it takes to resolve a problem include the length of time you have had the problem, how well you were functioning before your problem began, the amount of social support that you have, your ability to trust, and finally your ability to tolerate strong emotions. The list below gives a rough estimate of the number of sessions it may take to resolve an issue. These are broad estimates; we will be able to give you a better idea of the length of treatment after meeting with you.

Treatment Category	Avg No. Sessions	Typical Profile
Simple	4-6	Problems began within last year with good prior adjustment. Good current social support. No difficulty with trust or tolerating emotions.
Routine	6-12	Problems began within the last few years with good prior adjustment. Good current social support. No difficulty with trust or tolerating emotions.
Involved	12-25	Problems began many years ago, but there is clearly a time when problems did not exist. Good current social support. No difficulty with trust or tolerating emotions.
Complex	25-75	Problems have waxed and waned for as long as you can remember. Limited social support but able to trust therapist and tolerate emotions.
Extended	50-???	Limited social support. Difficulty trusting therapist and/or tolerating emotions.

## Sessions

We see people anywhere from 2-3 times a week to 2-3 times a year. Sessions can last anywhere from 15 minutes to 4 hours. We will decide together what length and frequency is best for you based on your issues, schedule, etc. If you are unable to make it into the office, but still want to have a counseling session, we can have a session over the phone.

Sessions usually begin with a review of the progress you have made since the last session. We then spend the bulk of the session working on one or more issues. Towards the end of the session we will review the work we just did, discuss how it relates to issues in your life and discuss any homework. We spend the final few minutes dealing with payment, insurance forms and scheduling.

We will do our best to start and stop on time, however, there may be times when we run over with the client before you. This occurs when we have an emergency during the day or when we run into an unexpectedly difficult issue with a client near the end of a session. We will call you to let you know if we are running late if at all possible. If we do run late please be assured that we will give you your full allotted time.

## Fees

Our fees are higher than many if not most therapists because we offer a very specialized form of treatment. If you are looking for standard therapy we will be happy to refer you to the many good therapists that offer general treatment. If, however, you need and are ready for a very fast-paced, concentrated therapy that focuses on resolving root causes, then we will work with you to achieve the greatest possible change in the shortest possible time.

Dr. Russell's associates use the same techniques and are directly supervised by him. Their fees usually range from 1/3 to 2/3 of his fees.

Payment by cash, check or charge is expected at time of service for all professional services including sessions, phone consultations, travel, school meetings, report or letter writing. Any unpaid balances are subject to a 1.25 % per month interest charge. There is a \$20 fee for returned checks.

You will be charged for missed appointments if you fail to give a 24-hour (72-hour for Monday appointments) notice. If you are not sure if you can make a session, call and let us know that the session is tentative. You can then cancel the session even at the last minute.

## Insurance

We do not contract with any insurance company since this would require us to agree to their philosophy of treatment, give them counseling information and accept their fee schedules. We will give you an insurance readable form at the end of each session that you can send in to get reimbursed.

Some policies allow you to see out-of-network providers as long as you are willing to pay a higher deductible or co-pay. Please contact your insurance company for details. If your policy does not allow you to go out of network we may be able to help you get an exception called a 'single-case agreement' based on your need for specialized counseling.

## Business Tithing

The business tithing program allows clients to offset the cost of counseling by donating time at a church or church-related charity. All donated time must be above and beyond what you usually do and must be in an area of service where both you and a pastor feel you have a gift. If you are interested in this program please ask us for more information or visit our website.