

BOUTELLE PSYCHOLOGICAL SERVICES

Ronald C. Boutelle, Ph.D., Psy.D.

Clinical Psychologist/Psychoanalyst
California License # PSY10792

4640 Admiralty Way – Suite 500
Marina Del Rey, CA 90292

(424) 224-7210 *Office* ● (310) 600-8111 *Cell*

www.drboutelle.com

Email: DrBoutelle@gmail.com

Office Practice Policies & Procedures

My Philosophy

The goal of psychotherapy, from my perspective, is to enable patients to experience peace, love and joy in their lives. This goal may *seem* unreachable and unrealistic, but that does not have to be the case. Our work together will involve identifying the current nature of your psychological and emotional pain and researching its source in your family history. Depending upon the degree and length of your distress, this process can take several months to several years to overcome. Its success is related to your willingness to look honestly at your feelings, relationships and experiences and your comfort level in working with me about them. Psychotherapy is much different from when you visit a physician or dentist. When you inform these medical professionals of your symptoms, they make a diagnosis after conducting various tests and procedures. They devise a treatment plan involving taking medicine and/or surgery. Psychotherapy, on the other hand, requires that you describe in intimate detail what you are experiencing psychologically, emotionally and behaviorally. The therapist does not have an instrument that he/she can utilize to look into your mind and heart to determine what troubles them. That is why this technique is called talk therapy.

Sometimes I will recommend that a patient lie on the sofa with me seated behind them as it allows them to explore their inner world more easily. For some patients, facing the therapist can be distracting because he/she can be concerned about what I may be thinking or feeling about them at that moment.

Everyone has the capacity to reinvent him/herself even if they were raised in a dysfunctional family in which they had no control over these circumstances. You

are ultimately responsible for your own emotional well-being. I endeavor and hope to help you become the captain of your own ship. The relationship you have with yourself is critical to achieving this goal.

I do not presume to know or have all the answers. But, I do have many years of experience working with hundreds of individuals and couples that helps to guide my insight and approach. However, I invite you to question and challenge me and my interpretations at any time, as we take this important journey into your inner world.

Length of Treatment

Therapy requires coming in a minimum of once per week, but it can be a more powerful and effective process if you can arrange to come in more than once per week. Of course, this may depend upon your insurance plan, financial ability to pay the copayment, your time constraints and commitment to the process. If you are a private paying patient the same conditions apply. Every patient is different and therefore their circumstances may require different approaches. As such it is impossible to predict how long the process may take for you. However, as a guidepost most of my patients are in treatment for 3-6 months at a minimum.

Cancellation policy

While many insurance companies differ, it is not customary for them to reimburse therapists their contracted rate when a patient cancels an appointment. Therefore, I require all patients to be responsible for the **full contract rate** I have with their insurance company if I do not receive a full 24 hour notice of cancellation. If I can reschedule you during that same week, then I will do so without requiring you to pay for the cancelled session. I recognize that unforeseen events may preclude you from adhering to the 24 hour cancellation policy (i.e., doctor's appointments, work-related activities, car problems, etc.). Therefore, I will waive this policy one (1) time per calendar year as a courtesy.

Cellphones

I would appreciate it if you would silence and put away all electronic devices before the session begins as they can interfere with the flow of the process. The therapy hour is a very intimate and sensitive endeavor. Ringing of cellphones and text messages distracts from this goal. Your undivided attention needs to be available from the beginning to the end of the session to attain the utmost value.

Privacy and Confidentiality

Patients are entitled to expect that the information they give to me about themselves and others will remain confidential. I have a duty not to disclose such information except as

discussed in my *Notice of Privacy Practices*. Specifically, I must disclose information about you without your authorization under the following circumstances:

1. I am required by law, such as the mandatory reporting of child abuse or neglect or mandatory government agency audits or investigations (such as the social work licensing board or health department).
2. I am required by a Court Order.
3. I find it necessary to prevent or lessen a serious and imminent threat to the health or safety of you, or a member of the public.

I will not disclose information about you to family members unless you give me the express authorization to do so.

Payments

Payment is due at the end of each session. I do not accept credit cards. However, I do accept PayPal or ZELLE for payment of your copayments. PayPal may charge a fee, however payment through ZELLE (most banks associated with it) is free. Cash or checks are also accepted. If you are paying by check, then it is requested that you prepare the check in advance of the session as delaying until the end interferes with the time I need to prepare for the next session.

Sliding Scale

My fee is \$350.00 per session for Self-Pay patients (no insurance). If this fee is beyond your ability to pay, then I will consider seeing you on a sliding scale fee based upon your income.

Insurance Coverage and Financial Responsibility

I require that you attest to the following:

I certify that I have insurance coverage with the company(ies) I provided and assign directly to Ronald C. Boutelle, PhD (aka Boutelle Psychological Services) all insurance benefits, if any, otherwise payable to me for services rendered. I understand that I am financially responsible for all charges whether or not they are paid by insurance. I authorize the use of my signature on all insurance submissions. Dr. Boutelle may use my health care information and may disclose such information to the above-mentioned insurance companies and their agents for the purpose of coordinating care, obtaining payment for services and determining insurance benefits or the benefits payable for related services. This consent will end when my current treatment is completed.

Medi-CAL and HMO Insurance Coverage

I do not participate with Medi-CAL or any HMO plans. If you have Medi-CAL or an HMO Insurance, you acknowledge that you are choosing to be cared for by Dr. Ronald Boutelle as a Self-Pay patient, even though you could seek treatment with a provider who accepts Medi-CAL or my HMO.

Billing and Collections

I am providing services in good faith and require that I be appropriately compensated in a timely manner. If necessary, the patient and/or guarantor will be held liable for any late fees, interests, collection fees, and/or reasonable attorneys' fees for the prosecution and/or collection of the amount owed by the patient. It is the patient's and/or guarantor's responsibility to provide Dr. Boutelle with updated billing and insurance information as soon as a change is made.

Request for Filing of Medical Forms or Letters

If the need arises for me to write a special letter (i.e., disability, court, etc.), or complete a form, a fee will be charged depending upon the length and time required to complete it. Typically, 1-2 page letters cost \$100. A \$25.00 fee will be charged for a one page disability form. Most insurance companies do not reimburse for these documents, therefore it will be your responsibility to pay for this service out of pocket.

Photo of You

When you start therapy with me I will ask if I can take a photo of you for my historical purposes exclusively. Often, former patients will contact me years later seeking to resume therapy. And, while it is my sincerest hope that I will be able to remember them by name, often a picture will trigger my memory. I will not share this photo with anyone else and will not use it for any other purposes.

Contacting Me

If you need to contact me for any reason during the day, please telephone me on my cellphone (310) 600-8111 or landline (424) 224-7210.

EMERGENCY - After-Hours

If you are experiencing a life threatening emergency after hours (after 8 pm and on weekends), then please call 911 or go to your nearest Emergency Room.