



DR. KAY SUDEKUM TROTTER
COUNSELING SERVICES PLLC

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Client Information Brochure

*Please take a few minutes to review this material
We value your questions, input and concerns*

Dr. Kay Sudekum Trotter – Counseling Services provides counseling services to children, adolescents and adults who are seeking assistance in solving life problems, a better understanding of relationship difficulties, or better functioning as an individual, a couple or a family.

Dr Trotter and her staff have the highest level of training and professional expertise. Usually, during the first few sessions, an interview is conducted to review your concerns, your personal and family history and your present relationships. Your counselor may choose to ask you to complete various assessment instruments in order to get a comprehensive picture of the issues. The counselor and the client will then develop goals of treatment, strategies involved; explore alternative approaches and/or sources of assistance to meet the client's needs.

It is vital to remember that counseling services can sometimes generate emotions such as anxiety or depression. Counseling may alter your view of a relationship and you may alter your attitudes toward important people in your life. Such side effects are to be expected and can be processed during the sessions. While there is no guarantee that the psychological service goals will be met, your therapist is committed to applying his or her expertise and is dedicated in working with you in good faith to achieve the stated goals. Your therapist will discuss the relevant aspects of the services to be provided so that you can make an informed decision about whether to proceed with the services. Relevant aspects include such information as procedures, treatment goals, fees, confidentiality and use of the information obtained.

Appointments

Expected length of the services to be provided is often difficult to predict and this factor will be discussed with you prior to initiation of the services. Our sessions are 50 minutes in length and we see our clients once a week. While your therapist makes every effort to be on time, please be patient since our therapists are busy taking care of many patients. Standing appointments are scheduled for clients. Because your therapist holds this time open for you, we must have a minimum of 24 hours advanced notice for cancellations or you will be charged for a full session. Emergency calls should be made to the above telephone number. Directions are given at this number for handling emergency situations

Initial Consultation

The initial consultation, which is also known as an “intake interview,” and is mandatory for new clients, provides you and your counselor a chance to meet one another and determine if the two of you are a good treatment match. During this meeting, the individual's background, therapeutic concerns and goals, schedule availability and financial resources are discussed and a treatment plan is agreed upon. Details of confidentiality and the therapist's fee will also be discussed.

The Counseling Session

Following an initial consultation, clients begin meeting with their counselor on a regular basis. Most typically, these sessions are scheduled once weekly for 50-minutes, depending on the type of counseling used. Depending on the client's needs and treatment goals, he or she may be referred to a psychiatrist for medication prescription and/or management, when appropriate. Dr. Trotter emphasizes customized, individual treatment, carefully suited to the unique needs, wants and goals of the individual client, child, couple or family.

Ending Therapy

Sessions usually end when the counselor or client or both agree service goals are met or that progress is no longer being made. Clients are free to terminate at any time. However, clients considering premature termination or with complaints about the services are urged to discuss their concerns with the counselor. Referrals to alternate sources of treatment can be provided. If a patient misses two consecutive scheduled sessions, the patient will be considered to have given a notice of termination of therapy. A patient who does not reschedule within 14 days following their last therapy session will be considered to have terminated therapy.

Insurance Policy

This office operates as an out-of-network provider giving clients all the necessary paperwork to file their own insurance reimbursements. Generally speaking, most insurance companies will pay a percentage of each session after you meet your deductible. The majority of Dr. Trotter's clients' insurance companies reimburse them at a 60/40 or 70/30 percentage split. Insurance companies **may or may not** reimburse client fees if a counseling intern sees them. It is the client's responsibility to inquire if their insurance policy will reimburse them for sessions conducted by a counseling intern. There are many reasons many successful, established mental health professionals do not join insurance panels. The most important being that the in-network filing process usually requires a significant breach of client confidentiality. For example, to meet the requirements for in-network reimbursement, the counselor must submit an official client diagnosis and an ongoing progress report, treatment plan, etc. Such information requires that the therapist divulge a good deal of personal information about the client, which then becomes part of his or her permanent medical record which can be accessed by others. This is why Dr. Trotter has chosen not to be on insurance panels. There is no way to insure client confidentiality when a client files insurance claims.

Schedule of Fees

All clients begin with a one-hour initial consultation with a counselor. Thereafter, clients schedule standard, weekly sessions with their counselor. You are responsible for all fees at the time of service; Dr. Trotter accepts cash, credit cards or checks. Any unpaid balance may be turned over to a collection agency if you refuse to remain responsible for your account. You will be expected to pay for late cancelled or forgotten appointments at full fees unless there has been an emergency or at least notice of cancellation given within 24 hours. This fee of must be paid at your next appointment.

If you have any questions regarding these options, or would like to schedule your initial consultation, call **Dr. Trotter's office at 214-499-0396**.

Service	Description	Duration	Fee	
			Dr. Trotter	LPC
Intake Session	Mandatory first meeting	50 minutes	\$150	\$100
Individual Session	Individual adult session	50 minutes	\$150	\$100
Play Therapy	Individual child session	45 –50 minutes	\$150	\$100
Marriage Counseling	Couples therapy	50 minutes	\$150	\$100
Missed Appointment	or cancellation with less	than 24-hour notice	\$150	\$100
In-sufficient Funds Check	Returned check	-	\$25	\$25