

Soulful Sage Counseling, LLC

Informed Consent & Fee Agreement — Couples / Relationship Therapy

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Welcome, and thank you for trusting Soulful Sage Counseling with your relationship. This document contains important information about working together as a couple — the therapy process, confidentiality, telehealth, fees, and your rights as clients. Please read it carefully. Both partners must read, discuss questions with your therapist, and sign before treatment begins.

1. Provider Qualifications

Your therapist is a Licensed Clinical Mental Health Counselor (LCMHC) in Utah and Idaho, with training and experience in Emotionally Focused Therapy (EFT) for couples, trauma-informed and somatic approaches, and Internal Family Systems (IFS). Additional information about credentials, training, and approach is available on request.

2. Who Is the Client

In couples therapy, the relationship — not either individual partner — is considered the client. Treatment planning, goals, and progress are oriented around the health and functioning of the relationship system as a whole. This distinction matters for how confidentiality, records, and treatment decisions are handled, as described below.

3. No-Secrets Policy

This practice maintains a no-secrets policy between partners.

Information shared by one partner — whether in an individual session, a phone call, an email, or any other individual contact with the therapist — is not confidential from the other partner and may be shared or referenced in conjoint (joint) sessions if your therapist judges it clinically relevant to the couple's work. This policy exists because secret-keeping between a therapist and one partner can undermine trust, create triangulation, and work against the goals of couples therapy. If individual sessions are used at any point (e.g., for assessment or to support the couple's work), both partners consent in advance to this no-secrets standard as a condition of receiving conjoint services.

If, at any point, either partner wishes to disclose something to the therapist that they explicitly do not want shared with the other partner, your therapist will discuss how that information will be handled before it is disclosed — including the possibility that receiving it may require pausing conjoint work altogether. This policy does not apply to routine safety disclosures, which are handled under Section 4 below.

4. Confidentiality and Its Limits

Except as described in the no-secrets policy above and the exceptions below, information shared in therapy is kept confidential and will not be released without written authorization from both partners. Utah law and professional ethics require your therapist to break confidentiality in certain situations, including:

- There is reasonable suspicion of abuse or neglect of a child, elder, or vulnerable adult (mandatory report).
- A client presents a danger to themselves or poses a serious, imminent threat of harm to an identifiable other person.
- Disclosure is required by court order or by law (e.g., certain legal proceedings).
- A medical emergency requires disclosure to appropriate personnel.
- Consultation with a clinical supervisor or peer consultant for quality-of-care purposes (identifying details minimized).

These exceptions apply regardless of individual or conjoint session format.

5. Telehealth Consent

Soulful Sage Counseling offers both telehealth and in-person sessions. Telehealth sessions are conducted via a secure, HIPAA-compliant video platform integrated with our electronic health record system. By consenting to telehealth, you acknowledge and agree to the following:

- Telehealth therapy carries some inherent risk: technology can fail, and no internet transmission is 100% secure. Your therapist uses HIPAA-compliant, encrypted platforms to minimize this risk.
- Both partners participating in a joint telehealth session should each be in a private, confidential space, ideally on separate devices with headphones if in the same location, to protect privacy and reduce distraction.
- You are responsible for confirming your physical location at the start of each telehealth session, as your therapist's license permits telehealth services only to clients physically located in Utah or Idaho at the time of the session.
- Telehealth may not be appropriate for all situations (e.g., active safety concerns, technology access issues). Your therapist will discuss alternatives if telehealth is not clinically appropriate.
- In-person sessions are available at our Hurricane, Utah office.

6. Emergency Procedures

Therapy is not a crisis service.

Your therapist is not available 24/7 and cannot guarantee immediate response outside of scheduled sessions. If you or your partner are experiencing a mental health emergency or crisis, call or text 988 (Suicide & Crisis Lifeline), call 911, or go to your nearest emergency room.

7. Risks and Benefits of Couples Therapy

Couples therapy, including EFT, can bring meaningful benefits: improved communication, deeper emotional connection, reduced conflict, and greater relational security. It can also surface difficult emotions, longstanding conflict patterns, or previously unspoken concerns, and progress is not always linear. In rare cases, couples therapy clarifies that separation is the healthiest path forward. Your therapist will work collaboratively with you throughout this process and will discuss concerns about therapeutic fit or progress openly.

8. Cancellation & No-Show Policy

Sessions must be canceled or rescheduled at least 24 hours in advance. Sessions canceled with less than 24 hours' notice, or missed without notice, will be charged a half session fee. Repeated late cancellations or no-shows may be grounds for reassessing the treatment plan or referring out.

9. Fees & Payment

Soulful Sage Counseling is in-network with SelectHealth and also works with Blue Cross Blue Shield, Cigna and Evernorth, EMI Health, MotivHealth, Optum, and UnitedHealthcare (UHC | UBH). A superbill (statement of services) can be provided upon request for clients who wish to seek out-of-network reimbursement. Please note that using insurance or submitting a superbill typically requires a mental health diagnosis and involves sharing information with your insurance company; this is your choice and responsibility.

Service	Fee
Couples / EFT Session (90 minutes)	\$170
Late Cancellation / No-Show	Half Session Fee

A limited number of sliding-scale spots are available for qualifying clients experiencing financial hardship; ask your therapist if this may apply to you. Payment is due at the time of service via the payment method on file. A separate, detailed fee schedule is available on request.

10. Record Keeping

Session notes and treatment records are maintained in a secure, HIPAA-compliant electronic health record system. Because the relationship is the client, progress notes generally reflect the couple's shared work rather than either partner individually. Records are retained per Utah licensing board requirements.

11. Termination of Services

Either partner may end therapy at any time. Your therapist may also recommend ending or pausing conjoint work if it is no longer clinically appropriate — for example, if individual therapy, safety planning, or a referral to a specialist is a better fit. Whenever possible, your therapist will discuss this openly and provide referrals.

12. Client Rights

- You have the right to ask questions about your therapist's approach, training, and treatment plan at any time.
- You have the right to refuse or discontinue treatment at any time.
- You have the right to request a copy of your records, subject to applicable law.
- You have the right to file a complaint with the Utah Division of Professional Licensing (DOPL) if you have concerns about your care.

13. Acknowledgment & Consent

By signing below, both partners acknowledge that they have read, understood, and had the opportunity to ask questions about this Informed Consent & Fee Agreement, including the no-secrets policy described in Section 3,

and voluntarily agree to its terms as a condition of receiving couples therapy services at Soulful Sage Counseling, LLC.

Partner 1 — Signature

Date

Partner 2 — Signature

Date

Clinician — Signature

Date