

Muriel S. McClellan, Ph.D.

Psychologist  
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## Practice Information

Welcome to my practice. This document contains important information about my professional services and business policies, as well as information that HIPPA requires to be given to you. The HIPPA law requires that I obtain your signature acknowledging that I provided you with this information. As you read this information and you have any questions about this practice, please do not hesitate to ask.

### About Muriel S. McClellan, Ph.D.

Dr. Muriel S. McClellan is a licensed psychologist who provides counseling at times of change and in situations that call for the generation of new options and possibilities. Dr. McClellan received her Ph.D. from Arizona State University in Counseling Psychology and her master's degree from UCLA. She has completed post-doctoral training at the Post Graduate Institute for Family Therapy in Phoenix and the Family Therapy Program, Medical School, University of Calgary, Canada.

Dr. McClellan has experience with a variety of dilemmas including relationship issues, marriage concerns, divorce adjustment, parenting issues, and work-related challenges. She also works with individuals dealing with a variety of mental health concerns such as the adjustment to stress, anxiety and depression.

Dr. McClellan works collaboratively with her clients to help them deal more effectively with life events in positive and affirming ways. While her approach is primarily supportive in nature, she utilizes various methods from areas such as communications theory, change practices, family therapy, solutions focused, relational, and cognitive therapy.

### Appointments

1. All appointments are made directly with Dr. McClellan by phone at 602-956-6009 or email at [muriel.mcclellan@gmail.com](mailto:muriel.mcclellan@gmail.com).
2. If you use email correspondence with Dr. McClellan you need to be aware that there are limits as to your privacy being maintained.
3. Please make your appointments well in advance and give sufficient notice of 48 hours if you need to reschedule a time that has been reserved for you.
4. Appointments that are not canceled with 48 hours notice will be charged for in full.

### Hours

1. The office hours are from 10AM until 7:30PM on Tuesdays and Wednesdays.
2. For urgent situations after hours, holidays and weekends, Dr. McClellan can be reached by leaving a message on her voice mail at 602-956-6009 and follow the urgent instructions. You may also alert her by email, but also call her and follow the urgent instructions. In case of an emergency and you can not reach Dr. McClellan, you will need to call 911.
3. If Dr. McClellan is unavailable for an extended period of time, her assistant will return your calls and arrange if necessary for a colleague to contact you, except for court-related services.

### Fees

1. The initial session fee is \$165. After that, the basic fee for Dr. McClellan is \$130 for a 45 minute counseling session and \$150 for a 55 minute session. Sessions that extend beyond the 45 or 55 minutes will be charged on a pro-rated basis.
2. A fee may be charged for telephone, email, or other consultations with a 15 minute minimum charge.
3. Dr. McClellan provides other services for the Court at \$180 an hour for Parenting Coordinator and Therapeutic Interventionist. She charges \$180 an hour for Mediation Services and \$150 an hour for Co-parenting Coaching and Parenting Consultations.
4. Insurance will not be billed for any mediation, co-parenting counseling, interventions, consultation or other forensic matters.

### Payment and Insurance

1. In most cases, payment at the time of service is required by check, cash or credit card. We may charge a collection fee and/or charge for NSF checks, as well as interest on unpaid balances.

2. Unless we are contracted with your insurance company, it is your responsibility to submit the claim to the carrier. You can request a super bill at the end of your session. This statement includes all of the required medical information necessary to process your insurance claim.
3. The following are the insurance carriers that Dr. McClellan is under contract, and is required to bill them directly for payment, except for co-payment amounts and deductibles. This will only apply if you are seeking treatment for a mental disorder, not consultations, preventive counseling or Court related matters.
 

Blue Cross/Blue Shield	Magellan	Aetna	Value Options
United Behavioral Health	Medicare	MHN Managed Health Network	
4. If you are covered by any of these **and** are being treated for a mental disorder, please bring a copy of your insurance card to your first visit. We will also need you to fill out the insurance information and release form. You must notify us at the first session of your desire to use insurance coverage. Most insurance companies only cover for 45 minutes of therapy.

**Confidentiality and Release of Information**

Psychologists have a long history of paying attention to privacy and confidentiality. The ethical standards of the profession have always been sensitive to confidentiality and procedures for disclosure.

1. Dr. McClellan will abide by these ethical standards and will hold information confidential, unless you provide written consent, which you may revoke in writing at any time. There are some instances, as mandated by law that she may have to disclose information, mostly regarding your protection, harm of others, or abuse. In these rare instances, Dr. McClellan will attempt to notify you of the need for disclosure.
2. Also, information may be disclosed in consultations with other professionals in order to provide the best possible treatment. In such cases, your name and any identifying information is not disclosed.
3. There are some other special circumstances where there are limits to confidentiality. This is primarily when Dr. McClellan is working with children, seeing you as a couple, or functioning in various roles; such as Parenting Coordinator, Therapeutic Interventionist, Co-Parenting Coaching or providing Mediation Services. **These services require a special release where the limits are defined.**
4. Additionally, your information may be used by Dr. McClellan’s Assistant, who has been trained to maintain confidentiality. Most of her activities are administrative, but she may have information about you in order to schedule appointments, coordinate benefits with your health care company, assist with reports and other office activities.

**Risks and Benefits**

1. Therapy is not easily described in general statements and varies depending on the particular problems being presented. It can have benefits and risks. Since the therapy is focusing on problems in your life, you might experience uncomfortable feelings at times. Yet therapy has been shown to have many benefits as well. It can lead to solutions to specific problems and to better relationships. There are no guarantees of what you will experience.
2. During the first session, an opportunity will be presented to talk about a treatment plan. You should evaluate this along with your own opinions whether you are comfortable enough to work with Dr. McClellan. If you have any questions about the therapy, they should be discussed with Dr. McClellan as they arise.

**Records**

1. Professional standards require that records be maintained. Your clinical records will include information about your reason for seeking therapy, the effects of your problems on your ability to function, the goals for treatment, and your progress. Your history as it is relevant to these problems will also be noted in the records as well as billing information.
2. Your records may be requested by you in writing, unless there are circumstances that involve danger to you and others. Because these are professional records, they can be misinterpreted or upsetting to read. For this reason, I encourage a discussion about your records and the opportunity to review them together or prepare a letter of summary instead.
3. If you are here for services as a couple, the records are considered to belong to both of you. Therefore, any release of information will require both of your consents before any information is released.
4. If you are here for services for a child, the records are considered to belong to both parents. Therefore, any release of information will require both of your consents before any information is released. While consent is not required by both parents for treatment, it is Dr. McClellan’s policy to not work with a child unless both parents consent, except in special circumstances or if there is a court order.

**I acknowledge that I was provided with information about Dr. McClellan’s professional services and business policies, as well as information that HIPPA requires to be given to me. This included information about her approach to therapy, privacy information, release of information, fees and payment.**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_