

## Consultation Policy

### About Consulting:

The Counseling Center at CELA provides consultations for individuals, families, healthcare professionals, groups, and agencies at all levels of need. Services for individuals, families, and groups include but are not limited to: information and resources; health and wellness support; life-style changes support; assistance with reasonable accommodation requests; assistance with understanding/explaining environmental illnesses (MCS, MCAS, Mastocytosis, mast cell activation related disorders,) their impact on lives, current research, laboratory tests, treatments. Services for healthcare professionals includes but are not limited to: information and resources; assessment and intake guidelines; strategies to support the individual; strategies for family support; strategies for groups and group therapy; documentation guidelines.

### Important:

Consultations are not therapy or supervision and are provided as educational, informational, and support resources only. Consultations do not provide direct clinical services, such as diagnoses or treatment.

### HIPAA:

Consultation services provided by The Counseling Center at CELA may involve client medical and/or health information that is private and protected by HIPAA regulations. The Counseling Center at CELA, therefore, applies HIPAA regulations to all consultations, even if protected health information is not disclosed, in order to assure the highest client confidentiality according to the following:

### Confidentiality

There are certain situations when it is required by law to disclose information:

**Disclosure is required by law** when there is a reasonable suspicion of abuse or neglect of a child, or a disabled person, of the elderly, of animals; when a client presents as a danger to him or herself; when a client presents as a danger to others; when there is prenatal exposure to controlled substances; when a client is contemplating it and there is the possibility of a future commission of a crime or harmful act. In these situations, facilitators are professionally required to notify the legal authorities and to make reasonable attempts to notify the client's family.

In some states, when a client presents as a danger to others, the facilitator is required by law to notify the person who is in possible danger of being harmed by the client of the potential threat.

**Disclosure may be required** in certain emergency situations, either while a person is a current client of The Counseling Center at CELA or after termination, should a situation of concern arise about a client's safety or about a client possibly injuring someone else. In these situations, The Counseling Center at CELA will do whatever possible within the limits of the law to prevent a client from injuring themselves or others and to ensure that the client receives proper medical care.

### Records Management

The Counseling Center at CELA keeps and maintains consultation session records. Records are kept for five years. The Counseling Center at CELA will attempt to notify clients when their records are to be destroyed.

### Email

The Counseling Center at CELA may use email exchanges with clients for consulting. Typically these emails are sent through providers who are not HIPAA compliant. Clients are encouraged to not communicate HIPAA protected information through these email providers. Should a client need to email HIPAA protected information to The Counseling Center at CELA, a HIPAA compliant email provider's name and contact information can be provided to the client for their use in these situations.

### Telephone

The telephone number to use for The Counseling Center at CELA is 617-431-3849. Telephone exchanges are HIPAA compliant.

### Texting

The Counseling Center at CELA does not use texting with clients.

### Social Networking Media

The Counseling Center at CELA does not maintain a presence on any social networking media website including but not limited to Facebook, LinkedIn, Twitter, Pinterest. The Counseling Center at CELA does not follow current or former clients on any social networking site or on blogs. The Counseling Center at CELA does not accept friend requests, requests to join, or any other requests from current or former clients for any social networking website or blog. The Counseling Center at CELA does not "follow", "friend", "fan", "like", "don't like," or communicate with current or former clients on any social media website or blog.

### Termination

If at any time you would like to consult with another professional, The Counseling Center at CELA will provide you with names of other qualified professionals and/or agencies with whom you may prefer to work. Typically, there is a final exit session between client and The Counseling Center at CELA where this information can be shared.