



## Client Information & Services Guide

### Welcome to InMindOut Emotional Wellness Centers

At InMindOut Emotional Wellness Centers, we are committed to providing high-quality mental health services tailored to meet the diverse needs of our clients. Our offerings include consultations, individual, couples, family, and group therapy, as well as psychological testing, biofeedback, neurofeedback, and QEEG services. Therapy sessions are available both in person and via telehealth to ensure accessibility and convenience.

### Therapy Expectations & Client Engagement

Psychotherapy is a collaborative and dynamic process that requires active participation. Unlike medical treatments, therapy involves self-exploration, which may sometimes evoke emotional discomfort. Consistent engagement often leads to stronger relationships, improved coping skills, and greater emotional well-being.

Therapy is not a one-size-fits-all process. Approaches vary based on the clinician's methods and the client's needs. Progress relies on applying strategies discussed in sessions. While therapy can help resolve problems and reduce distress, outcomes vary, and results cannot be guaranteed.

### Session Structure & Recommendations

- Therapy sessions typically last 45-55 minutes.
- A minimum of 13 weekly sessions is recommended for the most effective therapeutic outcomes.

### Psychological Testing & Evaluation

Testing provides comprehensive assessments for a range of conditions and evaluations, including:

- ADHD, Autism, Anxiety & Depression
- Learning Disability
- Medication Suitability
- Bariatric Surgery Screening
- Job Fitness
- Legal & Forensic Needs
- Adoption
- Hardship Letters

### Steps in the Testing Process

1. Intake Call – discuss testing needs and capture insurance information, if applicable.
  - a. After the intake call, confirm whether the client will use insurance or is self-pay. If insured, verify benefits. Lastly, calculate client's out-of-pocket responsibility.
2. Payment & Scheduling Call – collect client responsibility payment and schedule initial evaluation.
3. Initial Evaluation Appointment – conduct a comprehensive interview to gather background information.
4. Testing Appointment – complete psychological and cognitive assessments.
  - a. Follow-Up Appointment - finalize assessments, if needed
5. Results Appointment – discuss findings and treatment recommendations. If additional testing is needed for complex cases, the clinician will note this in the report and review it with the client.

Testing must be completed within three months to ensure validity; otherwise, deposits may be forfeited.



## **Biofeedback & Neurofeedback Services**

### Biofeedback

Biofeedback helps individuals improve control over their body's physiological responses. Using specialized sensors to monitor functions like breathing, heart rate, muscle tension, and brain activity, clients receive real-time feedback to recognize and adjust these responses. Initially guided by a trained technician, clients gradually learn to self-regulate, which can help manage depression, stress, anxiety, chronic pain, and other conditions, promoting overall mental and physical well-being.

### Neurofeedback

Neurofeedback is an advanced brain-training method that helps regulate brainwave activity through real-time monitoring and feedback. Using a quantitative electroencephalogram (QEEG), a non-invasive recording of electrical activity across the brain, clinicians assess whether brainwave patterns are within optimal ranges. Through targeted training, clients learn to self-adjust these patterns, enhancing cognitive function, emotional regulation and enhanced mental performance.

It's particularly beneficial for individuals with ADHD, anxiety, depression, PTSD and stress-related conditions, as well as those seeking to improve impulse control and focus. Some clients report experiencing a deep state of reflection and heightened creativity, occasionally accompanied by temporary drowsiness during training.

While studies support neurofeedback's safety and effectiveness in neurological regulation, clients with a seizure history are evaluated on a case-by-case basis, as rare instances of seizure activity have been reported.

## **Telehealth Services**

Telehealth provides clients with the flexibility to engage in psychotherapy remotely via phone or video conferencing. While telehealth services offer convenience, they may not be suitable for all clients, particularly those experiencing severe symptoms or communication challenges.

Telehealth also carries potential risks, such as security vulnerabilities and technical difficulties (e.g., poor internet connection, device malfunctions).

To enhance security and privacy during telehealth sessions, we strongly recommend:

- Conducting sessions in a confidential, private setting.
- Use a private phone
- Using a password-protected device.
- Refraining from recording sessions.
- Logging out of all platforms once sessions conclude.

If technical issues arise, clients have the option to transition to a phone session to prevent late cancellation or no-show charges. Please call the office at (830) 730-6090 to alert your clinician of the issue.

Email is the primary mode of contact outside sessions; however, as with most electronic communication, it is not fully secure. To protect privacy, it should only be used for scheduling inquiries and resource sharing.

### **Training, Supervision & Commitment to Excellence**

InMindOut Emotional Wellness Centers is committed to continuously improving our clinical expertise by integrating the most evidence-based therapy practices. To uphold this standard, we actively train and supervise early-career mental health practitioners, ensuring that both seasoned and emerging clinicians stay informed of the latest therapeutic advancements. As a training site, we provide hands-on learning opportunities for Postdoctoral Fellows, Practicum Students, and Interns, all of whom work under the direct supervision of licensed professionals to maintain high-quality, ethical care.

To continuously enhance clinical expertise and improve therapeutic approaches, licensed professionals and supervised trainees may internally review client information for training and supervision purposes. This process is conducted in full compliance with confidentiality laws and ethical standards and is designed to support the delivery of the most effective treatments.

To further advance professional development, clinicians may request to audio record sessions for training purposes. Recording is strictly optional and requires prior client approval. If deemed beneficial, the clinician will discuss the option with the client, and separate written consent will be obtained before any recording occurs.

### **Appointment Attendance & Cancellations**

Clients are expected to attend all scheduled appointments. If you need to cancel, please provide at least 24 hours' notice. No-call, no-show appointments or repeated late cancellations may affect future scheduling. For full details on our cancellation policy, please refer to the Financial Policy.

### **Insurance Coverage & Reimbursement**

Mental health insurance benefits vary by plan. Many HMOs and PPOs require pre-authorization and may limit coverage to short-term treatment. Additional sessions may need approval, and some plans restrict continued care once benefits are exhausted. If insurance no longer covers services, clients may explore self-pay options or transition to another provider. InMindOut Emotional Wellness Centers will assist in identifying resources for continued care.

### **Office Hours & Contact Information**

You may contact us at (830) 730-6090. Our office hours are Monday–Friday, 8:15 AM – 5:15 PM. If staff are unavailable, please leave a voicemail, and we will return your call within 48 business hours, excluding weekends and holidays.

InMindOut does not provide emergency crisis services. If you are experiencing a crisis, call 911, go to the nearest emergency room, or dial 988 for the Suicide & Crisis Lifeline.

### **Acknowledgment**

By signing below, I confirm that I have reviewed this document and understand the services, policies, and procedures at InMindOut Emotional Wellness Centers.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_