

New Client Information: several important things to know

This document contains important information about my professional services and business policies. Please read it carefully and make note of any questions that you may have so that we may discuss them later.

Psychological Services

It is beneficial for you to obtain as much information as possible in order to make an informed decision regarding psychological services. To help you with this, I offer an initial consultation over the phone. During this time, I will work with you to determine your best treatment options and answer questions you may have.

Our first few sessions together will usually involve an evaluation of your needs. By the end of the evaluation, I will be able to offer an overview of what our work will include and provide a treatment plan for you. Therapy calls for an active effort on your part. In order for it to be most successful, you will have to consider the things we talk about both during and between our sessions. I find that for most situations, meeting weekly works well, although in some cases, it can be helpful to meet more often than that.

Brief therapy does work well for those who are dealing with a temporary crisis, or specific, well-defined issues. In those instances, change can come quickly. Brief therapy is not appropriate for all people however. It takes time to resolve deeper, more complex, long-standing issues. If you find that you do not feel satisfied with the results from just a few sessions, longer-term therapy may prove to be more helpful to you.

Professional Fees

I have a base fee of \$200 per hour for most services. This rate may change based on the type of service you require and reduced fees may be available under certain circumstances. In all cases, fees will be stated explicitly and in writing before services are provided. I also meet with you for a full hour, rather than the standard 45-50 minute session.

Appointment scheduling will occur at the conclusion of each session, where we will reserve time set specifically for us. If you need to cancel an appointment, ***please inform me of your cancellation at least 24 hours in advance***. Otherwise, you will be charged for the session. I will make every effort to find another time to reschedule your appointment if one is available.

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LICENSED CLINICAL PSYCHOLOGIST PSY.D. PSY 26522

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Billing and Payment

I accept payment in the form of cash, check, credit or debit card. I would appreciate payment after each session, unless we make other arrangements. Payment schedules for other professional services will be agreed to when they are requested. In circumstances of unusual financial hardship, it is possible that I may be able to make a fee adjustment or develop a payment installment plan with you.

If your account has not been paid for more than 60 days and arrangements for payment have not been made, I may use legal means to secure the payment. If such action is necessary, these costs will be included in the claim. In most cases, the only information that I will release regarding your treatment is your name, the nature of the services provided, and the amount due. These steps would only be taken as my last remaining option and I would inform you of my actions ahead of time.

Insurance Reimbursement

I work indirectly with insurance companies as an out-of-network provider. I am able to provide you with an invoice that you may then use to seek an out-of-network reimbursement from your insurance company. Not all insurance plans offer out-of-network benefits to those they insure, so it is important to speak directly with the insurance company first.

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How to Contact Me

There are several ways that you may use to contact me or send correspondence to me.

My office phone number is 619-403-9399.

If I am unavailable to take your call, please leave a message with my receptionist or directly on my voicemail. When leaving a message, please let me know some of the best times to return your call and if it is ok to leave a message for you.

Another way to contact me is by sending an e-mail to: jeff@doctorzook.com

This can be one of the quickest ways to get a message to me if I happen to be away from the office. E-mail may not always be a trustworthy medium for confidential communication however. If you would prefer to have a discussion over the phone, please send an e-mail with your name and phone number, including some of the best times to call you. Please let me know if it is ok to leave a message for you at that number.

In all cases, I will do my best to return your message within the same day.

To fax correspondence to me, my fax number is 619-452-1250.

To send correspondence to me, my mailing address is:

9920 Pacific Heights Blvd.

Suite 150

San Diego, CA 92121

If you find yourself in an immediate crisis and you are unable to speak with me, please dial 9-1-1, or contact the nearest emergency facility in your area.

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The laws and standards of my profession require that I keep treatment records and you are entitled to receive a summary copy of your records. Because these are professional records, there is the potential for misinterpretation to untrained readers. If you wish to see your records or receive a copy of your records, I do require written notice and I would recommend that you review them in my presence so that we may discuss the contents.

All information disclosed in our sessions together and the written records pertaining to these sessions are confidential, protected by law, and will not be revealed to anyone without your written permission or the written permission of your legal guardian if you are a minor; except where disclosure is required by law.

I have read the New Client Information document and I agree to the terms contained within.

Client signature

Date

Parent or Guardian signature
(if client is under 18 years)

Date

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