



AXIS INTEGRATED, LLC

St. George, Utah

Clinician: Richard H. Crowell, MSCP, LMFT

License: Utah LMFT #12580627-3902

1. Welcome to Axis Integrated

Axis Integrated is a clinical mental health practice grounded in whole-person care, cultural responsiveness, and faith-informed support when requested. Our goal is to provide clarity, stability, and long-term healing through evidence-based therapy and professional consultation.

2. Confidentiality & HIPAA Compliance

Your privacy is protected by HIPAA and Utah law. Information shared in therapy remains confidential except in the following circumstances: - Risk of harm to self or others - Suspected abuse or neglect (mandatory reporting in Utah) - Court order or legal requirement - Coordination of care, billing, or healthcare operations

A full Notice of Privacy Practices is available upon request.

3. Telehealth Services

Telehealth sessions use encrypted, HIPAA-secure platforms. By participating, you acknowledge: - You must be located in a state where your therapist is licensed - Technical issues may occur - You will secure privacy for sessions - Emergency backup contact information must be provided

4. Appointments & Scheduling

- Standard sessions are **50–55 minutes**
- Sessions start and end on time



- Please arrive or log in early

Cancellation Policy

- 24-hour notice required
 - Late cancellations or no-shows may be billed at the full session rate
 - Repeated missed sessions may affect services
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5. Fees & Payment

- Payment is due at the time of service
- Accepted: Credit/debit, HSA, FSA, or approved third-party arrangements
- Superbills available for out-of-network reimbursement

Insurance reimbursement is not guaranteed.

6. Communication Policy

Axis Integrated may contact you regarding scheduling, billing, or administrative needs via: - Phone or voicemail - Email - Text (if permitted)

Therapeutic content will not be discussed by unsecured communication.

Please allow 1–2 business days for non-urgent communication.

If you are in crisis, call **988, 911**, or go to the nearest emergency room.

7. Social Media & Online Boundaries

To protect confidentiality and maintain ethical boundaries: - No social media friend requests or interactions - No clinical advice via social platforms - Online reviews are not solicited

8. Risks & Benefits of Therapy

Therapy may involve discussing difficult or emotional topics, which can be uncomfortable. Potential benefits include: - Improved emotional regulation - Increased self-awareness -



Enhanced communication - Restored or strengthened relationships - Long-term clarity and stability

There is no guaranteed outcome.

9. Client Rights (Utah & HIPAA)

Clients have the right to: - Respectful, culturally aware treatment - Participate in treatment decisions - Decline services - Request copies of records - Request amendments - Request confidential communication - File complaints without retaliation

10. Provider Responsibilities

Your therapist will: - Provide competent, ethical, trauma-informed care - Maintain confidentiality - Inform you of treatment options - Keep accurate, secure records - Provide referrals when clinically appropriate

11. Emergency & After-Hours Policy

Axis Integrated does not provide 24/7 crisis response. For emergencies: - Call **988** - Call **911** - Go to the nearest emergency room

12. Consent to Treatment

By engaging in services at Axis Integrated, you acknowledge that: - You understand the purpose and process of therapy - You may pause or end treatment at any time - You will attend scheduled sessions or cancel with appropriate notice - You may ask questions at any time about the therapeutic process

13. Signature Page

Client Name: _____



Date of Birth: _____

Client Signature: _____

Date: _____

Clinician Signature (Richard H. Crowell, LMFT): _____

Date: _____
