

Dear Family,

Welcome to the Center for Social Success! We appreciate your choice of our therapists to address your family's social, emotional and behavioral needs.

We offer individual and group therapy sessions for children and adults to address a variety of issues including social skills, anger management, stress management, depression, organizational skills, sibling rivalry, dealing with divorce, parenting skills, and marital enrichment. We also offer Biofeedback for anxiety and stress management.

Prior to participating in group or individual sessions, initial evaluations are necessary. During the initial evaluation, it will be determined which therapeutic approach would best suit your family's needs. For a breakdown of costs, please see the enclosed fee schedule.

Insurance coverage depends upon your carrier. We are not a designated provider on any plan nor do we file claims. You may relay the information below to your insurance carrier to determine if these services are reimbursable under your plan:

Licensing: Susan M. Istre, PhD,LPC, Director of the Center for Social Success

Diagnosis Code: Unless previously diagnosed (i.e. ADHD,PDD,Depression, etc.), a diagnosis will be determined at initial appointment.

Service Codes: 90801-Diagnostic Interview w/Parents or Client, 50 mins.
 Diagnostic Interview w/Child, 30-50 mins.
 90830-Psychological Testing, 50 mins. (not applicable with adults)
 90806-Individual Therapy, 50 mins.
 90853-Group Therapy, 8-19 sessions per group at 50 mins. Each
 90846-Family Therapy without Patient Present, 50 mins.
 90847-Family Therapy with Patient Present, 50 mins.

I hope this information is helpful. If you have any questions, please do not hesitate to contact my office at 972-404-3001.

Susan M. Istre, PhD

Dr. Susan M. Istre

Dr. Susan Istre, Director ▲▲▲ The Center for Social Success
 12880 Hillcrest Rd. ▲ Suite J105 ▲ Dallas, TX 75230 ▲▲▲ Phone: 972-404-3001 ▲ fax: 972-404-3005



Fee Schedule and Billing Information

Session rates for Individual and Family therapy:

Dr. Susan Istre, LPC: \$150.00

Holly Fedro, LCSW: \$140.00

Samantha Siegel, MS, LPC: \$140.00

Natalie Thomas, MS, LPC: \$140.00

Cottie Alders, LMSW: \$140.00

Erin Lozano, Med, LPC: \$140.00

Shayna Crisp, LPC: \$140.00

Court fees: 2.5 x normal therapist rate

Session rates for Group Therapy: \$75.00

Initial Evaluation Fees: Depending upon the service requested, there are additional fees for all new appointments. Some therapists use specific testing; others schedule all new appointments for 1 ½ to 2 hours. PLEASE CLARIFY WITH THE FRONT OFFICE WHAT ADDITIONAL COSTS TO EXPECT FROM YOUR INITIAL EVALUATION.

Phone calls: Brief phone calls (5-10 minutes) to parents, teachers, or other professionals are not charged. Longer calls are charged at the same rate as individual talk therapy.

Parent feedback: Parents need to schedule individual sessions monthly for extensive feedback and behavioral advice. The therapist will recommend monthly parent appointments which are vital to a successful outcome.

Fees at our Shelton satellite offices may differ. Payment is due at the time of service is rendered unless other arrangements have been made in advance and a credit card is required to be kept on file at our office.

Bills and Payment Options:

We accept cash, checks (both personal and business), Visa MasterCard, and Discover.

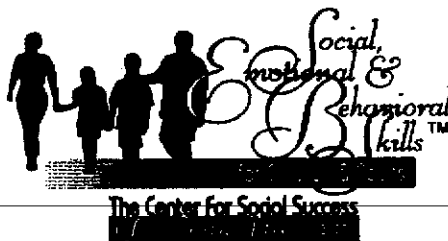
For your convenience, we offer automatic credit card billing. On the fifteenth and last day of every month, your account balance will be charged to your credit card. You will then be mailed a receipt and zero balance bill which you may submit to your insurance company. Authorization for automatic credit billing is maintained with your records in a secured location within the office. To complete this form, please see page 8.

If you do not choose the credit card option, payment will be due at the time services are rendered. You will receive a paid receipt that may be used to file with your insurance company. Services received outside the LBJ location require payment through automatic credit card debit.

Insurance:

The Center for Social Success does not file insurance claims. The paid receipt you will receive contains the information required to file with your insurance company. The insurance company should send payments directly to you. The Center for Social Success will not accept insurance payments. Checks received by the Center for Social Success will be voided and returned to the insurance company for reissue to the insured.

Dr. Susan Istre, Director ▲ ▲ ▲ Center For Social Success



Signature Form

Permission for Treatment

I consent to the use and disclosure of my protected health information to carry out treatment, financial activity, and health care operations at the Center for Social Success by the staff of the Center for Social Success. I understand I have the right to read the Center for Social Success's Notice of Privacy Practices before deciding to sign below. This notice is available upon request at the Center for Social Success. I give permission for the Center for Social Success to mail information to my home or other designated locations: I also give permission to be contacted at provided phone numbers and to leave a message on the voice mail.

Permission for Testing

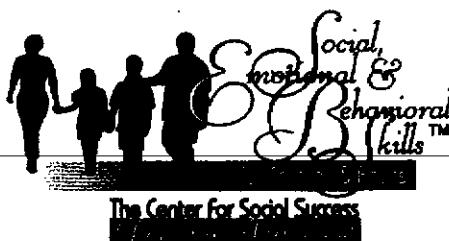
I give permission for an assessment to be made of my own or my child's attentional, social and/or psychological behavior. I understand that this assessment may involve examination of records and reports (provided by the client or sent at the request of the client), gathering of developmental, educational, and social information by reports and rating scales. I understand that an appointment will subsequently be held in which the findings and recommendations of this assessment will be discussed.

I understand that all information will be handled in confidence and release will be limited to authorized personnel and/or to others I have designated by signing the Release of Information included in this packet.

Patient's Name: (please print) _____

Patient's Signature: _____ Date: _____

Dr. Susan Jotue, Director ▲▲▲ Center For Social Success



Statement of Professional Disclosure

I am required by law to furnish you with information about my professional credentials. I am licensed to practice as a Licensed Professional Counselor by the Texas State Board of Examiners. My license number is 10940. I obtained my Ph.D. from Oklahoma State University in Family Relations and Child Development. I will be happy to discuss my education and/or credentials further with you, if you desire. You may contact (without giving your name) the LPC office listed below for additional information.

Texas State Board of Examiner of Professional Counselors
 1100 West 49th Street
 Austin, Texas 78756-3183
 1/512-834-6658

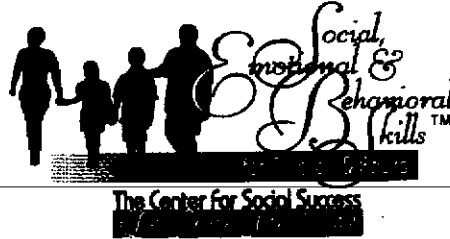
We also employ social workers (LMSW & LCSW) as staff therapists. Although they are not required by law to inform clients of their credentials, we will be happy to provide this information upon request.

Susan M. Istre, Ph.D.

Susan M. Istre, Ph.D., L.P.C.

The above signed counselor has satisfactorily supplied me with information regarding her professional credentials.

Patient's Name: (please print) _____
 Guardian's Signature: _____ Date: _____



Statement of Financial Responsibility

I agree to be responsible for all charges incurred for the evaluation and treatment of my child. Unless otherwise specified, payment, in full, for all services is expected at the time of service. I further understand and agree to be responsible for submission of all claims to my insurance carrier. Statements will include all information necessary for insurance claim submission (CPT code, diagnosis code, federal tax identification number) and should be retained for insurance/tax purposes. The statement substitutes for "Attending Physician's/Provider's Statement" when filing for insurance reimbursement. Dr. Istre is not responsible for filing or collecting claims or for negotiating a settlement on a disputed claim. Authorizations are not the responsibility of the Center For Social Success. Upon request and with your written permission, Dr. Istre will provide clinical updates to insurance carriers. These summary letters and/or chart reviews will be billed at the regular hourly rate, prorated according to time spent.

When canceling or rescheduling an appointment, I agree to notify the Center For Social Success at least 24 hours in advance. If my appointment is on a Monday, I understand I must leave a cancellation message before 12:00 p.m. on Friday afternoon. Barring unforeseen illness or injury, I agree to be responsible for full treatment charges for appointments cancelled with less than 24-hour notice and/or no-show appointments. No exceptions. I also understand that if I am late for an appointment, I will be billed for the entire scheduled time.

I understand that my account balance is due upon receipt. Should my account be past due and unpaid after thirty (30) days, a finance fee of 1.5% per month in addition to a late fee of \$35.00 will be assessed. I also understand that accounts past due more than sixty (60) days will receive a demand letter for payment, which if not complied with or responded to within ten (10) days may be referred to a collection agency and/or small claims court for collection and may affect my credit adversely.

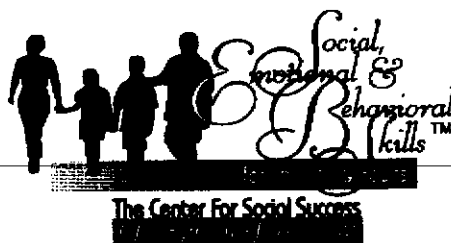
Further more, I understand that at any time my account is in arrears all services will be discontinued and any future appointments will be cancelled until my account is brought current. All returned checks will be assessed a \$35.00 return check fee. Any account proven difficult to collect will be expected to make advance payment for any future treatment. All treatment rendered at school locations are paid on a monthly basis in advance at the beginning of each month. In the case of court action, subpoena, deposition, testimony or any other court related fees are required in advance via retainer. Court fees are 2.5 times that of the regular therapist rate.

I have read and fully understand my financial responsibilities to the Center For Social Success and Susan M. Istre, Ph.D., L.P.C. I further understand my responsibilities with regard to insurance claim submission or disputed claim negotiation.

Signature of Parent/Legal Guardian

Date

Dr. Susan Istre, Director ▲ ▲ ▲ Center For Social Success



Release of Information

I authorize therapists at the Center For Social Success to release and receive information regarding evaluation and therapy, including verbal exchanges in person or on the telephone, to:

1. _____
 Phone Number: _____
 Fax number: _____
 Address: _____
 Any limitations?: _____

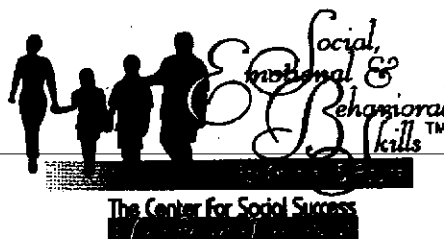
2. _____
 Phone Number: _____
 Fax number: _____
 Address: _____
 Any limitations?: _____

3. _____
 Phone Number: _____
 Fax number: _____
 Address: _____
 Any limitations?: _____

4. _____
 Phone Number: _____
 Fax number: _____
 Address: _____
 Any limitations?: _____

Patient's Name: (please print) _____

Patient's Signature: _____ Date: _____



Credit Card Authorization
*****MUST BE COMPLETED*****

Upon receipt of my credit card information and my signature, I authorize the Center For Social Success to bill all charges of which I am financially responsible. I further understand that **my credit card will be charged for any outstanding balance including a 1.5% interest late charge at this time with no waiting period.** Subsequently, I authorize the Center For Social Success to bill my account balance to my credit card **twice** a month (on or around the 5th and the 19th of every month). I further understand that should my account exceed **\$300.00** at any time my credit card will automatically be charged. **I understand that my credit card will not be charged shall I choose to pay for treatment in person after each appointment.** I will notify the Center For Social Success immediately of any changes to my credit card. I acknowledge that I am fully responsible for all services received and any late fees accrued at the Center For Social Success/

Credit Card Information:

(Please circle one): Visa Mastercard Discover

Account Number: _____

Expiration Date: _____ V Code: _____

 Printed Name

 Patient's Name

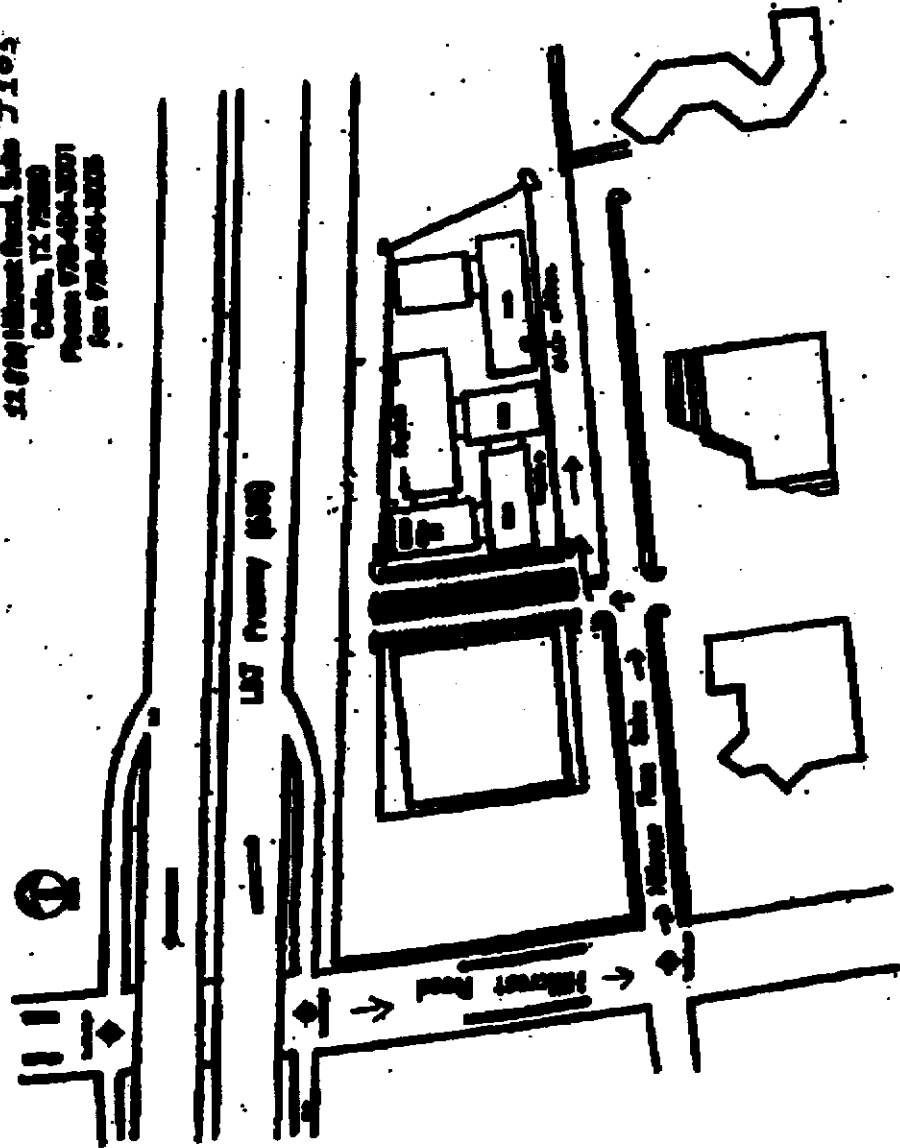
 Signature

 Street Number

 Date

 Zip Code

22,670 Hillcrest Road, Suite 7105
Dallas, TX 75229
Phone: 972-494-3371
Fax: 972-494-3326





General History

Family Information

Date: _____

Name: _____ Nickname: _____

Birthdate: _____ Sex: _____ Age: _____ Height/Weight: _____

Home Address: _____

City: _____ Zip: _____

School (Name): _____

Occupation/Business Name: _____

Contact Information:

Home #: () _____ Work #: () _____ Cell #: () _____

Spouse's Name: _____ Occupation: _____

Home #: () _____ Work #: () _____ Cell #: () _____

Marital Status: Single: _____ Married: _____

Divorced (Year): _____ Separated (Year): _____ Remarried (Year): _____

Names/Ages of Children: _____

Number of Children Living in the Home: _____

Name of Primary Physician: _____

Who Referred this Client: _____

Address: _____ Phone: () _____

Reason for Referral: _____

Biofeedback- Taking Control of Things that Normally Control You

Ken, age 43, a high-profile, executive wakes up daily feeling down, wondering how he will get through another day of stress. By 3pm his daily headache has kicked in, which is exacerbated by the burning pain in his neck. He dreads his evenings as he knows they will be filled with a never ending list of his wife Tania's worries. She can never seem to relax and views everything as a catastrophe. Her latest worry is that their son, Josh's grades are plummeting. Josh says, "I'm just dumb. I study and I think I know it, but I freeze up during the test. I feel like I'm in a fog and my mind goes blank."

The happy ending to this story is all 3 family members were helped by biofeedback and cognitive therapy. Ken learned to lower the muscle tension in his head and neck, and raise the temperature in his hands, decreasing his headaches to just rare occurrences. As a bonus, Ken lowered his blood pressure and gained a new found ability to handle his stress.

With the help of biofeedback, progressive relaxation, and cognitive therapy to change her distorted thinking, Tania learned to control her anxiety and was again able to enjoy life.

Heart Rate Variability--the beat to beat variations in your pulse--has consistently stood out as the most reflective indicator of emotional states and stress. Through deep breathing and sustaining positive thoughts the brain and nervous system become more ordered and synchronized. Not only does a beneficial cascade of neural and hormonal events begin, but also shifts in perception and clarity of mind increase.

Through the use of HRV, Josh was able to train himself to become more relaxed and focused improving his school performance. His grades and confidence excelled. Research shows vast improvements in school and test performance, classroom behavior and stress and anger management through HRV biofeedback. The U.S. Dept of education funded a major study demonstrating the effects of anxiety on school performance and the success of HRV.

Sound too simple and magical to be true? It's neither. Changes made in biofeedback take consistency and practice, like learning to ride a bike. The "magic" lies in being able to see physiological reactions to bodily functions we are not normally aware of.

Navy Seals and NASA have used biofeedback for years to accomplish extraordinary things. AC Milan soccer team considered biofeedback to be the key to their success to winning a world championship Aug 2007 and HRV has been used by PGA coaches for nearly a decade.

Heart Rate Variability biofeedback is currently being used by Duke Medical Center, Stanford, Blue Cross-Blue Shield and has been featured on Dr. Phil. Studies and have been published in the *American Journal of Cardiology*, *Preventive Cardiology*, and *Stress Medicine*.

Another important component of success is recognizing and changing your negative thoughts. This is another area we have a lot more control over than we believe. Cognitive therapy has been the fastest growing most, most extensively studied therapy in the U.S. Over 350 studies involving 9000 patients have found it effective for a litany of mental ailments and even more effective than medication for depression.

Results come quick, as opposed to years of psychotherapy involving rehashing your past, and the tools learned are applicable to future event--resulting in continued growth and life skills. Biofeedback and cognitive therapy brings into view the physical reactions and thoughts that drag you down, allowing you to take control in a way you never thought possible.

The Power of the Heart

Modern life is full of stress. Almost everyone experiences anxiety, worry and fear to a greater degree than is healthy. The more we entertain the same anxious, worrisome thoughts, the more they become "hardwired" in the brain. Rehashing unhappy memories actually further embeds those emotions in our neural pathways. Like a well-worn trail, it becomes easier and easier for the body to respond with the damaging physical effects of stress.

It takes a great power to change the mind. It takes the power of the heart. Institute of HeartMath research shows that, by focusing on the heart with feelings of appreciation, the heart's response and the messages it sends to the brain can change perceptions and behavior. And that, in turn, launches a cascade of beneficial nervous system, hormonal and immune system activity. In a heartbeat, this shift begins to reverse the psychophysiological effects of stress, nourishing the body, mind and soul.

For thousands of years, among virtually all cultures, the heart has been considered the source of courage, wisdom and love. In 1991, stress researcher, author and consultant Doc Childre founded the Institute of HeartMath, a nonprofit research and education organization, with a single-minded mission: To create and validate easy-to-use tools and technologies that enable adults and children to relieve stress and anxiety.

For over a decade, the Institute of HeartMath has conducted and published dozens of studies on the extraordinary power of the heart in relieving stress and creating overall health, personal balance, creativity, intuitive insight and fulfillment.

From this research, the Institute has developed highly innovative techniques and technology that form the foundation of training programs conducted across North America, Europe and Asia for major corporations, the military, educational institutions, health and human services organizations, and individuals with special challenges, from inner city gang members to heart patients.

The Institute of HeartMath helps individuals and organizations increase both well-being and performance by:

- ▶ Researching the effects of positive emotions on physiology, performance and quality of life.
- ▶ Helping individuals engage their hearts to transform stress and rejuvenate health.
- ▶ Providing prevention and intervention strategies for improved health, emotional security, decision-making, learning skills and violence reduction in communities, families and schools.

“...this change in heartbeat produces chemical and electrical changes in the body which, were this a pill, would be called the most important medical discovery of the century. Some think it may be, in any case.”

—Bill Thompson, Executive Editor,
Natural Health Magazine

Immunoglobulin A (IgA) is an immune system antibody, one of our first lines of defense against disease. An Institute of HeartMath study compared the effects of anger versus compassion on the human immune system. It was found that one five-minute period of mentally and emotionally recalling an episode of anger inhibited the production of IgA for more than six hours—in other words, suppressing the immune system for almost a full workday. But self-induced feelings of compassion increased the production of IgA, significantly **enhancing the immune system.**

“This level of blood pressure reduction, if repeated in a large clinical trial, would reduce the incidence of stroke by approximately 60%.”

The electromagnetic field produced by the heart changes dramatically during different emotional states. This field affects not only yourself but also **the people around you.** An Institute of HeartMath study shows that when two people are touching or simply standing near each other, it is possible to measure the heartbeat of one person being registered in the other's brain waves.

— Chris Roythorne, M.D.,
Chief Medical Officer, British Petroleum,
commenting on findings using HeartMath
training in six global companies.

“Nearly every disease or illness I've seen or treated in two decades of medical practice could have been improved or even cured had my patients or I known how to access the physical power of our heart's intelligence. HeartMath is the owner's manual we've been waiting for to help us recognize and use our heart's energy to help heal our bodies and our lives.”

— Christiane Northrup, M.D.,
author of *Women's Bodies, Women's Wisdom*

The Heart's Curative Power

The need for a simple, cost-effective, scientifically validated approach to stress management with sustainable results has never been greater.

Up to 90% of all doctor visits in the U.S. today are for stress-related disorders, and these health problems cost U.S. business more than \$300 billion per year. An estimated 600 million people worldwide have high blood pressure. Cardiovascular disease kills an estimated 16.6 million people a year worldwide. And heart disease cannot be fully explained by standard risk factors—such as high cholesterol, smoking or sedentary lifestyle—in more than half the cases.

The solution lies in harnessing the power of the heart. Research shows that the heart is not just a simple pump but a highly complex information processing center with its own functional "brain." The heart communicates with and influences the cranial brain via the nervous system, hormonal system and other pathways.

After testing many different psychological and physiological measures, researchers at the Institute of HeartMath found that heart rate variability—the measure of our changing heart rhythms—stood out consistently as the most reflective indicator of inner emotional states and stress. Negative emotions lead to increased disorder in the autonomic nervous system and in the heart's rhythms, adversely affecting the rest of the body. But positive feelings increase harmony and coherence in the nervous system, resulting in our ability to recover from health challenges, lead a more stress free life, and perform at our full potential.

Even more intriguing are the dramatic positive changes that occur when we *deliberately* induce coherence in the heart's rhythms. Not only does a beneficial cascade of neural and hormonal events begin, but also shifts in perception occur, and clarity of mind increases. It's as if the heart has a mind of its own, profoundly affecting for the better how we perceive and respond to the world.

It has become clear through our research that a change of heart changes everything, from neural and hormonal balance—the physiological proof of stress relief—to enhanced perception, feelings of control and self-empowerment, and the ability to relate to the world in a more deeply fulfilling way.

The Institute of HeartMath has developed a system of tools and technologies proven not only to help manage the physiological effects of stress, but also to actually reverse them—and enhance human performance as well. HeartMath techniques allow everyone to access the curative power of following their heart.