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Nurse Coach and Client Agreement

Hello, my name is Jeanne Browning, MS, APRN-BC, AHN-BC, HTCP, HWNC-BC. I am an Advanced Practice Registered Nurse and a certified Health and Wellness Nurse Coach.

Services

Coaching is a relationship of respect between the Nurse Coach and client/patient. As a Nurse Coach, I have a rich background and experience in lifestyle health and wellbeing. I will recognize your unique story, beliefs, values, history, and culture. Together, through the coaching and change process we will explore your various challenges, obstacles, and successes. (Note: Coaching is for individuals who are emotionally and psychologically healthy and is in no way considered or construed as any type of therapy. I will refer you to another qualified professional if you are in need of therapy).

Coaching Approach

Coaching is a collaborative partnership where trust is established. My coaching approach is integrative, integral, holistic, and skilled. This means that I see you as a whole person from many perspectives. Together, we will identify the topics and concerns that you want to work on towards change and those areas that arouse energy and excitement.

We will focus on your strengths and values to move you towards healthier lifestyle behaviors, and how you can sustain and integrate new patterns, strategies, goals, and action plans. Throughout our coaching sessions, I will share many strategies that may be new for you, such as awareness practices, relaxation, and imagery, to enhance your success.

Confidentiality/Client Rights:

Your experiences during our sessions are confidential, and you have a right to view your files upon written request. Confidentiality is subject to the following exceptions:

1. You may instruct me to release information to insurance or other health care practitioners in writing.
2. All client information and records provided during a Healing Touch session will be kept confidential except under circumstances as detailed in Illinois Statutes or federal laws and regulations. For example I may release information if subpoenaed or otherwise legally obligated or reasonably allowed to do so (Including circumstances where there is clear and imminent danger to yourself or another person).
3. Your records are kept in a secure location and are retained for 7 years after you suspend services after which time all information will be destroyed in a proper manner.

4. Practitioners are required by law to report, or cause to be reported, the threat of serious harm to self or others.

Conflict of Interest

If a conflict of interest arises, you and I will work together and discuss and take steps to resolve it respectfully and objectively. If this cannot be accomplished, the coaching agreement will be terminated and a referral to another professional will be made.

Session Day/Time

The coaching session will be conducted in person, on the phone, or virtually at an agreed-upon day, time, and place. For virtual sessions I will call you at the agreed upon time and phone number/email or send you a link.

We both agree to start and finish on time. If you are more than 10 minutes late for the coaching session, I will assume you have cancelled the session, and I will still need to bill you for the session. In between coaching sessions, you are free to contact me at an agreed-upon time. We can communicate via e-mail, text, or phone.

Cancellation

If the coaching session needs to be cancelled or rescheduled, please allow at least 24 hours in advance of the scheduled session to notify me. If this is not done, you will be billed for the session. If I need to reschedule with you, I will give you a 24-hour notice.

Client Responsibilities

I see you as resourceful, accountable, and responsible for engaging in the agreed-upon action plans. Change requires an awareness, readiness, and commitment that is a call to action.

Coaching Fees and Terms of Agreement

Opening Discovery Session. I offer a free 30-minute consultation session to new clients to introduce the coaching process and various strategies used in coaching. At the end of this time, a decision will be made about forming a coaching relationship.

Scheduling of Sessions. I highly recommend a 3 month commitment for the new coaching client. A 3-month period is time to create a new vision for health and wellbeing, and to prioritize goals and action plans. It also allows opportunities to experience change and learn strategies to sustain and integrate these changes into daily life.

The frequency and length of sessions during the 3 months can individualized depending on your needs, usually 2-4 sessions per month for 30 to 60 minutes. Between the sessions I can provide support to you via exchanges of brief e-mails, texts, or phone calls.

After 3 months of work you may be ready to continue the change on your own, convert to monthly or hourly Nurse Coaching sessions, or renew the contract for an additional 3 months.

Monthly or hourly Nurse Coaching sessions are available for clients who are not ready to commit to a 3 month cycle.

If you decide not to move forward with coaching, the agreement can be cancelled in writing or by phone within two weeks of the scheduled session with no charge.

Payment. You may pay by check or credit card.

The Nurse Coach and Client Agreement will be 3-month, monthly, or hourly and begins:

Date: _____ Time: _____

Nurse Coach: _____ Date: _____

Client: _____ Date: _____