



Policies and Procedures

The following information is provided to acquaint you with our policies and procedures. If you have any questions about this information, please feel free to discuss them with your therapist.

Lengths of Sessions:

Therapy sessions are usually 45-55 minutes. We make it a goal to start and end on time.

Scheduling Appointments:

If you wish to schedule an appointment, please call your therapist at the number which they have provided to you. Leave a message on their voicemail and your call will be returned within 24 hours or the next business day.

Cancellation of Appointments:

If you need to cancel or reschedule an appointment, please do so at least 24 hours in advance by contacting your counselor on the phone number which they have provided to you, i.e. their mobile phone number. **Failure to do so will result in your being billed for the session according to the session fee listed on the Credit Card on File Authorization Form.** This notice enables your therapist to give your time to someone on a waiting list or respond to an emergency case. Your consideration of this matter is greatly appreciated.

Exceptions will be made in rare unavoidable situations such as illness, accidents, or death in the family. You must contact your therapist to cancel or reschedule your appointment.

Emergencies:

We are always available for emergency calls. To contact your therapist in the case of an emergency call them directly at the phone number that they have provided to you, i.e. their mobile phone number. Please make sure that you really have an emergency, i.e. in a genuine crisis or feeling suicidal.

In the event that your therapist is out of town or otherwise unavailable, they will make arrangements for another licensed therapist to handle situations that cannot wait for their return. You are ultimately responsible for your safety. If your life is in immediate jeopardy, call 911 or go to the hospital emergency room for help.

Other Telephone Calls:

If you have a routine question, please feel free to call your therapist at the number provided by them and leave a message. Your call will be returned as soon as possible but remember your therapist may be in session and will have to call you when they have a break. Please leave a number where you can be reached. If your question requires a lengthy conversation (over 10 minutes) or appears to be of a nature that needs to be handled in a therapy session, we will need to schedule an extra appointment for you. Please do not use phone calls as a substitute for your appointments with your therapist. Such calls are subject to a minimum professional fee of \$25.00 to \$50.00 depending on the length of the call. **In the event that this happens you will be informed of the charge at the time of the call.**



Policies and Procedures (continued)

Therapist-Client Relationship:

It is very important that you have a good level of comfort and trust in your relationship with your therapist. Your sense of well-being and your therapist's level of efficacy in treating you depend on this. We recognize in some cases that this may not always happen. Some clients and some therapists just "don't fit." If you should significantly disagree with or feel uncomfortable with your therapist's clinical decisions, please let your therapist know and feel free to discontinue your therapist-client relationship. We say this wholeheartedly because it is our hope for clients that they feel assured in their relationship with their therapist or with another therapist. In turn, we will also reserve the ability to end a therapist-client relationship in situations where there has been client non-compliance with treatment or payment of services to the point that it is dangerous or non-therapeutic. In the extremely rare event that this should be the case, your therapist will inform you of this and provide emergency services to you for 30 days, which is a reasonable period of time that it would take for you to arrange for continuing care elsewhere.

Confidentially:

Concerning confidentiality, "*What is said in the room, stays in the room,*" with a few exceptions. If you tell the therapist something that indicates to them that you or someone else is in danger, they will, because of legal precedent and law, break confidentiality to help ensure safety. In the case of child clients, the therapist may share some general comments about the child's therapy that they think will be helpful for the parent to know, but for therapeutic reasons, the contents of therapy sessions will be kept confidential. Certain legal situations may also force your therapist to breach confidentiality. Finally, our therapist may talk about your care with other health care practitioners who are providing treatment for you, such as your psychiatrist or your primary care physician. If at all possible, your therapist will warn you before they break confidentiality. They will strive within the confines of the law to maintain confidentiality in your therapist-client relationship.

We look forward to working with you!