

OFFICE POLICIES & PROCEDURES

This is a guide to my office policies, practices, and procedures to help answer some of the more frequent questions or concerns those clients have about my services. Should you have further questions, please feel free to address those with me.

CONFIDENTIALITY

You have the absolute right to confidentiality of your therapy. I treat the information that you share with me with the utmost respect. Our conversations are a privilege of yours, in which I will always respect that privilege. I will only communicate with others when you have given your written consent. However, I am legally required to release information to the appropriate authorities when I suspect child abuse, disabled adult abuse/neglect, or you threaten to harm yourself or others. A court of law can require me to discuss your treatment if you are accused of a serious criminal offense or if your child's welfare is an issue in a custody dispute. If you use your health insurance, they will know you are a client and usually require a diagnostic code. More extensive information will only be released with your permission.

URGENT MESSAGES

I cannot guarantee that I would be available to handle emergency situations especially if it is after usual business hours. You may leave me a message on my voice mail at 919-779-3006 and I will attempt to return your call as soon as possible, usually within 24 hours. However, if you need immediate attention for an urgent situation, the following options need to be utilized: You can contact **Holly Hill Hospital at 919-250-7000, Wake County Crisis and Assessment Services at 919-250-3133 or Alliance Behavioral Healthcare at 1-800-510-9132 or Wake County Mobile Crisis at 1-888-626-1772** or visit your local emergency room.

APPOINTMENTS/CANCELLATIONS

When an appointment is made, that time is set aside for you and cannot be given to another client. It is very important that appointments be kept. If an appointment time needs to be rescheduled or canceled, please call my office as soon as possible so that the time may be available to someone else. There will be a charge for any missed appointment unless notice of cancellation is received 24 business workday hours in advance, or unless the last-minute cancellation was due to a genuine emergency. The fee charged for a missed appointment is \$90.00. Appointments may be cancelled by leaving a message at 919-779-3006. Please note that insurance does not cover late cancellations or missed appointments.

PAYMENT FOR SERVICES

Insurance reimbursement for mental health services varies widely and many health plans require that initial certification for services. Please call your insurance company for clarification of your policy. I am a provider for Blue Cross Blue Shield only, and will file insurance with your carrier. Payments for therapy sessions are made at the time you are seen unless your insurance company requires direct billing. You may pay by cash or personal check. There will be a \$12 fee for returned checks.

ELECTRONIC COMMUNICATION

I understand that text messaging and email are not a secure form of contact and that if I choose to communicate with my therapist by using these means that I do so at my own risk.