

Vivid.Uz Wellness Psychotherapy Policy

1. Packages:

- Packaged sessions can be scheduled in advance but sessions do not have to happen week to week, the client can choose the days and times that they would like each session scheduled. (ex: 4 Sessions Package= one session a month for four months, OR two sessions for two months, OR one session a week for four weeks, etc.)
- All packaged sessions must be used within *5 months* of purchase unless otherwise discussed.
- Unused sessions are non-refundable but may be transferred to another client or used as a credit at therapist's discretion.

2. Virtual Session Requirements:

- Clients can choose if they prefer to connect via Video, Phone, or Chat.
- If technical difficulties arise, we will switch to a phone session. If we're unable to continue, we'll reschedule at no additional cost.
- Please ensure that you are in a safe, comfortable, and private space during the session to allow full focus and engagement in therapy.

3. Scheduling/Lateness/Cancellations:

- Sessions must be scheduled a minimum of 3-5 days in advance.
- Sessions canceled with less than 8 hours' notice or missed without notice will be charged in full (single session) or deducted from package credits.
- A *10-minute grace period* is built in. If you're running behind, please send a message as soon as possible.

4. Emergency Protocols:

- Virtual therapy is not suitable for clients in crisis or requiring immediate intervention. If you are in crisis or feeling unsafe, call 988 (The National Suicide & Crisis Lifeline is available 24/7) or contact your local emergency services or go to your nearest hospital.
- While virtual therapy is effective for many, it may not be suitable for certain conditions or situations. We will assess whether virtual therapy is appropriate for your needs.

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5. Confidentiality and Privacy:

- All sessions are conducted through secure, encrypted platforms to protect your privacy.
- No part of our sessions will be recorded without mutual consent.
- Ensure that you are in a private, quiet space to avoid interruptions and maintain confidentiality on your end.
- Prior to beginning virtual therapy, clients will be required to sign a consent form acknowledging understanding of the risks, benefits, and limitations of online therapy.
- You have the right to ask questions about the therapy process and expectations at any time.

6. Payment:

- Payment is required before or at the time of the session. Accepted payment methods include Self-Pay (debit/credit) or FSA/HSA.
- Weekly installments for packages are available upon request, please send an email to Sharisse.RamosLCSW@vividuswellness.com or Call (914) 364-3920.

7. Termination of Therapy:

- Either the therapist or the client can decide to terminate therapy at any time. When possible, we'll schedule a closing session to review your progress and next steps.

8. Communication Between Sessions:

- I'm happy to respond to brief questions related to scheduling or logistics via email. Sharisse.RamosLCSW@vividuswellness.com
- Additionally, feel free to send text to (914)364-3920 referencing therapeutic updates, and insights related to therapeutic worksheets.
- I will do my best to respond within 36-48 hours during business hours.

This policy ensures the safety, privacy, and efficacy of virtual psychotherapy for all clients involved.