



PRACTICE POLICIES AND PROCEDURES

This form reviews the practice policies and procedures for Embrace Healing and Wellness Therapy, LLC. Please review and sign this form to be included in your records indicating receipt and understanding of the policies and procedures.

1. PRACTICE POLICIES APPOINTMENTS AND CANCELLATIONS. Please remember to cancel or reschedule at least **24 hours in advance** from your scheduled appointment time. **You will be responsible for the entire fee if cancellation is less than 24 hours from your scheduled appointment time.** The standard meeting time for psychotherapy is 50-60 minutes. It is up to you, however, to determine the length of time of your sessions. Requests to change the 50-60 minutes session needs to be discussed with the therapist in order for time to be scheduled in advance. There will be an additional charge of \$75.00 for every 30 min over the scheduled visit time. A \$25.00 service charge will be charged for any checks returned for any reason for special handling.

The cancellation charges noted above is deemed necessary given a time commitment is made to you and is held exclusively for you. If you are late for a session, please notify the provider. In order to be considerate to the next client, you may lose some of that sessiontime if the session starts late due to you arriving late. If the provider is running behind schedule for a particular reason (crisis during previous visit, etc), the provider will make every effort to provide you with your full therapy session time.

2. TELEPHONE ACCESSIBILITY. If you need to contact me between sessions, please leave a message. I am often not immediately available; however, I will attempt to return your call within 24 hours. Please note that face-to-face sessions are highly preferable to phone sessions. However, in the event that you are out of town, sick or need additional support, phone sessions are available. If a true emergency situation arises, please call 911 or any local emergency room.
3. AFTER HOURS. Behavioral Health Response (BHR) Crisis Hot-line is a resource for clients to use after hours and is accessible to clients 24/7. BHR is a totally free and confidential service offering trained crisis counselors who can assist one who is in a crisis or needs additional support until they can connect with their provider the next business day. **BHR can be reached locally at 314-469-6644 or 1-800-811-4760.**

Additional Resources for after hours: **National Suicide Prevention Hot-line at 1-800-273-TALK (8255) or National Abuse/Domestic Violence Hot-line at 1800-799-SAFE (7233).**

Clients are welcome to leave a voice mail message with provider at Embrace Healing and Wellness Therapy, LLC if the issue can wait until the return call from the provider. Provider will return call within 24 hours or the next business day.

4. SOCIAL MEDIA AND TELECOMMUNICATION. Due to the importance of your confidentiality and the importance of minimizing dual relationships, I do not accept friend or contact requests from current or former clients on anysocial networking site (Facebook, LinkedIn, etc). I believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it.
5. ELECTRONIC COMMUNICATION. I cannot ensure the confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, I will do so. While I may try to return

messages in a timely manner, I cannot guarantee immediate response and request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies.

6. **TELEHEALTH.** Another convenient way of offering services to individuals who are unable to make it into the office for a visit due to medical conditions preventing them from doing so, sudden illnesses impacting them from coming into the office, etc. is through Telehealth. Telehealth is done face to face through the use of electronic communication (i.e. laptop, desktop or smart cell phone device that offers this feature- similar to skype). Each state that offers telehealth has its set of rules for this service. Please see the link below for Missouri's state rules. <http://www.mtelehealth.com/home/reimbursement-policies/missouri-state-telehealth-laws-and-reimbursement-policies/>

How to set up telehealth with the therapist: Refer to "Client Portal Telehealth" PDF under FAQs>Forms on the website: <https://embracehealingandwellnesstherapy.com/forms> and consult with the provider for further details.

Factors to consider with Telehealth: Potential consequences thus include the provider may not be aware of what he/she would consider important information, that you may not recognize as significant to present verbally to the therapist during the telehealth session. Reimbursement for services through your insurance provider may not be a guarantee. Consulting with your insurance provider to determine eligibility for telehealth would be recommended before initiating this service with the provider to avoid charges unpaid by the insurance.

7. **CARE TO MINORS.** If you are a minor, your parents may be legally entitled to some information about your therapy. I will discuss with you and your parents what information is appropriate for them to receive and which issues are more appropriately kept confidential.
8. **TERMINATION.** Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. I may terminate treatment after appropriate discussion with you and a termination process if I determine that the psychotherapy is not being effectively used or if you are in default on payment. I will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If therapy is terminated for any reason or you request another therapist, I will provide you with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source. Should you fail to schedule an appointment for three consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, I must consider the professional relationship discontinued.

By signing below, you are agreeing that you have read, understood and agree to the items contained in this document.

Client/Guardian Printed Name _____

Client/Guardian Signature _____ Date _____

Witness Printed Name _____

Witness Signature _____ Date _____