



Better Mental Health Services  
1684 E. Gude Dr, Suite 102  
Rockville, MD 20850  
(202) 779-3916

### **CANCELLATION & NO-SHOW POLICY (AS OF 9/1/2023)**

- Appointment no-shows and cancellations of less than 24 hours from session time will incur a \$100 fee.
- If the client is more than fifteen (15) minutes late and has not contacted BMHS staff or their clinician, the session may be forfeited and marked as a no-show.
- The accumulation of two (2) No-Shows in a six-month period may result in the client's discharge from the practice.

### **TELEHEALTH POLICY**

Our therapists reserve the right to either warn or terminate a client upon violation of any of the below policies depending upon severity:

- Therapy must be conducted in a safe and private manner. Do not attempt to attend a session while you are driving or are in a public place.
- If you will be attending a session out of the state of Maryland, please alert your therapist as soon as you are aware so that we can check applicable telehealth laws.
- Do not show up to a session compromised, such as high, drunk, engaged in risky activity, etc.
- If there is someone else in the room with you where you will be meeting for therapy, please notify your therapist.



Better Mental Health Services  
1684 E. Gude Dr, Suite 102  
Rockville, MD 20850  
(202) 779-3916

### GENERAL OFFICE POLICY

The first violation of any of these policies will result in a warning. If a second violation occurs, you may be discharged from the practice.

- Please remain in the waiting room until your clinician escorts you to their office. Closed doors are not to be knocked on, opened, or otherwise touched, and sessions in progress are not to be disturbed.
- While in the waiting room, please use earbuds/headphones to enjoy your music and videos.
- Session times are fifty (50) minutes. If you arrive late to your session **for any reason**, this time will be subtracted from your 50 minutes. For example, if you are ten (10) minutes late, you will have forty (40) minutes left in your session.
- Please do not arrive at the office without an appointment.
- Please do not come to our office if you are sick. Teletherapy appointments are available to mitigate health and safety risks to both clients and staff.
- Please communicate with our office manager, Piper Fair (202-779-3916, [pfair@bmhstherapy.com](mailto:pfair@bmhstherapy.com)), with any questions or concerns. For crisis assistance, please call the Montgomery County Crisis Center