



PRACTICE POLICIES

Cancellation and Rescheduling Policy

Clients are reminded to cancel or reschedule 24 hours in advance. They will be responsible for the entire fee if cancellation is less than 24 hours.

Session Length

The standard meeting time for psychotherapy is 53-60 minutes. However, clients can determine the length of their sessions. Requests to change the 53-60-minute session need to be discussed with the clinician for a time to be scheduled in advance.

Service Charge for Returned Checks

A \$10.00 service charge will be charged for any checks returned for any reason for special handling.

Cancellation and Rescheduling Fees

Cancellations and re-scheduled sessions will be subject to a charge of \$50.00 if not received at least 24 hours in advance. This is necessary due to a time commitment made to clients and is held exclusively for them. If clients are late for a session, they may lose some of the allotted session time.

No-Show and Late Cancellation Fees

No-Show Fees: Anytime a client fails to attend a scheduled appointment without giving appropriate prior notice of cancellation, the client will be charged \$50.00 for the no-show of a session. The credit card information or other payment information previously provided will be used to process this payment. By providing Anchored Support Services with your credit card information or booking an appointment, you consent to this policy. Multiple no-shows will result in the termination of therapy.

Please note insurance companies do not reimburse for No-shows.

Late Cancellation Fees: Any session missed by canceling with a less than 24-hour advance notice will be charged a \$50.00 fee. The client will be charged regardless of the cancellation reason, however any session rescheduled prior with 24-hour advance notice will NOT be subject to the late cancellation fee.. The credit card information previously provided will be used to process this payment. By providing Anchored Support Services with your credit card information or booking an appointment, you consent to this policy. Repeated late cancellations (more than three) may result in the termination of therapy. Multiple no-shows will result in the termination of therapy.

Please note insurance companies do not reimburse for missed appointments.

24-Hour Notice Policy

A fee of \$50.00 will be charged when a client misses or cancels an appointment without giving 24-hour advance notice. This means that if an appointment is scheduled for 3:00 pm on a Tuesday, notice must be given by 3:00 pm on Monday at the latest. Note if the appointment is on a Monday, the cancellation needs to be provided no later than the prior Friday, by your appointment time, to be considered proper 24-hour notice. You can cancel your appointment by calling the office 1-404-585-7658 or emailing the clinician.



Wait Time/Grace Period

The supplied waiting time is minimal. Due to the length of time provided for each appointment, it is critical for the client to arrive on time for scheduled appointments. If the client is more than ten (10) minutes late for the appointment, Anchored Support Services will be required to reschedule the appointment, and the client will be responsible for the No-Show fee of \$50.00. To avoid paying No-Show fees, Anchored Support Services requires a minimum of twenty-four (24) hours' notice for all cancellations (as described above). This policy applies to both the clinician and the client, regarding a grace period of 10 minutes.

A late cancellation or missed appointment impacts multiple individuals: the client, the clinician, and another client who may have benefited from the time slot. Therapy sessions are scheduled in advance and reserved exclusively for each client. When a session is cancelled without sufficient notice, it limits Anchored Support Services' ability to offer the time to another client – whether other clients are currently in treatment, on the waitlist, or experiencing a clinical emergency.

Exceptions to Cancellation Policy

Exceptions to the cancellation policy will be considered only in cases of serious illness or genuine emergencies. Anchored Support Services also understands technical difficulties may occasionally interfere with telehealth sessions; in such cases, please provide notification to the clinician as soon as possible. However, repeated exceptions cannot be made, and multiple occurrences will result in the standard No-Show fee of \$50.00 being applied.

Telephone Accessibility

If clients need to contact the clinician between sessions, they may do so by leaving a voicemail at 1-404-585-7658 or by sending an email. Please note that the clinician may not be immediately available but will make every effort to respond within 24 hours. In the event of a true emergency, clients should call 911 or proceed to the nearest emergency room, as clinicians are not equipped to provide emergency services.

Social Media and Telecommunication

To protect client confidentiality and maintain appropriate therapeutic boundaries, the clinician does not communicate with clients via text messaging and will not accept friend or contact requests from current or former clients on any social media platforms (e.g., Facebook, Instagram, LinkedIn). Engaging in such interactions may compromise client privacy and blur the professional boundaries essential to the therapeutic relationship. Clients are encouraged to discuss any questions or concerns about this policy during their sessions.

Electronic Communication

The clinician cannot guarantee the confidentiality of any communication conducted through electronic messaging. Clients may choose to use email for non-clinical matters such as scheduling or cancellations; however, this mode of communication should not be used to discuss therapeutic content or to request support in emergency situations. While the clinician will make an effort to respond to messages in a timely manner, immediate responses cannot be guaranteed.

Additionally, under the laws of the State of Georgia, services provided through electronic means – including but not limited to telephone, internet, fax, and email – are classified as telemedicine.



Under the Georgia Telehealth Act, telemedicine is broadly defined as the use of information technology to deliver medical services and information from one location to another. If clients and the clinician choose to use information technology for some or all of their treatment, clients need to understand that:

(1) Clients retain the option to withhold or withdraw consent at any time without affecting the right to future care or treatment or risking the loss or withdrawal of any program benefits to which they would otherwise be entitled.

(2) All existing confidentiality protections are equally applicable.

(3) Clients' access to all medical information transmitted during a telemedicine consultation is guaranteed, and copies of this information are available for a reasonable fee.

(4) Dissemination of any identifiable images or information from the telemedicine interaction to researchers or other entities shall not occur without client consent.

(5) There are potential risks, consequences, and benefits of telemedicine. Potential benefits include, but are not limited to, improved communication capabilities, providing convenient access to up-to-date information, consultations, support, reduced costs, improved quality, change in the conditions of practice, improved access to therapy, better continuity of care, and reduction of lost work time and travel costs. Effective therapy is often facilitated when the clinician gathers within a session or a series of sessions many observations, information, and experiences about the client. Clinicians may make clinical assessments, diagnoses, and interventions based not only on direct verbal or auditory communications, written reports, and third-person consultations, but also from direct visual and olfactory observations, information, and experiences. When using information technology in therapy services, potential risks include, but are not limited to, the clinician's inability to make visual observations of clinically or therapeutically potentially relevant issues such as: clients' physical condition including deformities, apparent height and weight, motor coordination, posture, work speed, any noteworthy mannerisms or gestures, physical or medical conditions including bruises or injuries, basic grooming and hygiene including appropriateness of dress, eye contact (including any changes in the previously listed issues), sex, chronological and apparent age, ethnicity, facial and body language, and congruence of language and facial or bodily expression. Potential consequences thus include the clinician not being aware of what they would consider important information that clients may not recognize as significant to present verbally to the clinician.

Minors

If clients are minors, their parents may be legally entitled to some information about their therapy. The clinician will discuss with clients and their parents' what information is appropriate for them to receive and which issues are more appropriately kept confidential.

Termination

Ending a therapeutic relationship can be a significant and sometimes difficult process. As such, it is important to engage in a thoughtful termination process to support closure and ensure continuity of care. The appropriate duration and structure of termination will vary depending on the length and intensity of treatment. The clinician may initiate termination after appropriate discussion if it is determined that therapy is no longer clinically effective, or if the client is in default on payment. The clinician will not end the therapeutic relationship without first exploring the reasons for termination and discussing the next steps with the client.



If therapy is concluded—whether initiated by the clinician or at the client’s request—the clinician will provide referrals to other qualified mental health professionals. Clients may choose to work with one of these referrals, select a clinician independently, or pursue recommendations from other sources.

In the event that a client does not schedule or attend sessions for three consecutive weeks, and no prior arrangements have been made, the clinician will ethically and legally consider the therapeutic relationship to be discontinued.