

# Practice Policies and Expectations

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### Appointments and Cancellations

**Scheduling and Length of Sessions:** Psychotherapy sessions are typically scheduled for 50 minutes unless otherwise arranged with your provider. Any changes to session length should be discussed and approved in advance to ensure appropriate scheduling.

**Cancellations and Rescheduling:** Clients must provide at least 24 hours' notice to cancel or reschedule an appointment. Failure to provide this notice will result in the full session fee being charged. This policy ensures that the time reserved exclusively for you can be offered to another client if necessary. If you are late to a session, your remaining time may be limited, and the full session fee will still apply.

**Returned Checks:** We do not accept checks as a form of payment. Please ensure that all payments are made through alternative methods, such as credit card, debit card, or other forms of electronic payment.

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### Telephone Accessibility

If you need to contact your provider between sessions, please leave a message. While calls are typically returned within 24 hours, this timeframe may vary depending on provider availability. Face-to-face sessions are preferred for therapeutic purposes, but phone sessions may be offered if you are out of town, ill, or require additional support. For emergencies, please call 911 or visit your nearest emergency room.

*Phone sessions may also be held if there are unexpected power or internet outages or if the individual is out of town but still located in the state in which the clinician is currently licensed. Clients must provide their location for emergency purposes.*

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### Social Media and Telecommunication

**Social Media:** To protect confidentiality and maintain professional boundaries, providers will not accept friend or contact requests from current or former clients on social networking sites such as Facebook or LinkedIn. If you have concerns about this policy, please discuss them during your session.

**Electronic Communication:** While communication via email or text messaging is available for scheduling and cancellations, the confidentiality of electronic communications cannot be guaranteed. Clients are encouraged not to use these methods for discussing therapeutic content or emergencies.

We DO encourage that communication between the provider and client to occur through the Simple Practice system using the Client Portal to ensure privacy and security.

**Telemedicine Services:** Under applicable laws, telemedicine includes therapy services provided through phone, video conferencing, or other electronic means. Telemedicine offers benefits such as convenience and continuity of care but also involves potential risks, including limitations on visual or sensory observations. Clients have the right to withdraw consent for telemedicine at any time without affecting future care.

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### Minors

Parents or legal guardians of minor clients may be entitled to certain information about therapy sessions. The provider will discuss with both the minor and their guardians which details are appropriate to share and which should remain confidential to maintain a safe and trusting therapeutic environment.

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### Termination of Services

**Planned Termination:** When ending therapy, a structured termination process is encouraged to allow for reflection and closure. The length of this process will vary based on the duration and intensity of treatment.

**Unplanned Termination:** The provider may terminate therapy if it determines that sessions are not being effectively utilized or if payment obligations are not met. If you fail to schedule an appointment for three consecutive weeks without prior arrangements, the therapeutic relationship may be considered discontinued for legal and ethical reasons.

**Referrals:** If therapy is terminated for any reason, your provider will offer referrals to other qualified professionals or resources to ensure continuity of care.

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### Zero Tolerance Policy

Calm Gardens Therapy has implemented a Zero Tolerance Policy for behaviors that jeopardize the well-being of clients, providers, and staff to maintain a safe and respectful environment. Prohibited behaviors include but are not limited to:

- Verbal abuse, including insults, threats, or foul language.
- Physical violence, such as pushing, shoving, or other aggressive actions.
- Discrimination, harassment, or intimidation in any form.
- Damage to property or theft.

Clients exhibiting such behaviors may have services discontinued and, in severe cases, law enforcement may be contacted. This policy ensures a collaborative and supportive atmosphere for all.

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### Payment Policies

**Payment at the Time of Service:** All fees, including co-pays and deductibles, must be paid at the start of each session. Clients unsure of their co-pay amount are responsible for an initial \$30 placeholder fee, which will be adjusted once the insurance provider processes the claim.

**Insurance Claims:** Insurance claims are submitted as a courtesy. Clients remain responsible for any fees not covered by their plan, and they provide accurate and updated insurance information.

**Non-Payment:** Clients who cannot afford services must reschedule at least 24 hours before their appointment to avoid late cancellation fees. Sessions will not proceed without payment, and failure to reschedule appropriately will result in the session being charged as a late cancellation.

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### Transition from Self-Pay to Insurance

By moving from self-pay to using insurance to cover the cost of your sessions, **the fee for late cancellations and no-shows will no longer be the same** as what you were paying out-of-pocket for the session. Additionally, **you will be responsible for knowing and paying your insurance co-pay and/or deductible amount.** If you are transitioning to insurance, please understand that it is your responsibility to verify coverage and be aware of any out-of-pocket expenses.

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**Acknowledgment:** By signing below, you acknowledge that you have read, understood, and agree to the policies outlined in this document.