**Tiffany Noonan, LICSW**

Mindful Grove Counseling

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#### **Office Policies & General Information**

**CONFIDENTIALLY:** All information that is disclosed within a session and the written records pertaining to those sessions are confidential and may not be revealed to anyone without your written permission, except where disclosure is required by law.

**When Disclosure is required by Law:** Some of the circumstances where disclosure is required by law are: Where there is reasonable suspicion of child, dependent or elder, abuse or neglect; where a client presents a danger to self, to others, or to property, or is gravely disabled.

**When Disclosure May Be Required:** Disclosure may be required pursuant to legal proceedings by or against you. If you place your mental status at issue in litigation initiated by you, the defendant may have the right to obtain the psychotherapy records and/or testimony by Mindful Grove Counseling (hereafter MGC) and the treating clinician.

**Emergencies:** If there is an emergency during our work together, or in the future after termination or when MGC becomes concerned about your personal safety, the possibility of you injuring someone else or about you receiving proper psychiatric care, MGC will do whatever we can within the limits of the law, to prevent you from injuring yourself or others and to ensure that you receive the proper medical care. For this purpose, MGC may also contact the police, hospital or the emergency contact person whose name you have provided on the biographical sheet.

**Confidentiality of E-mail, Cell Phone, and Faxes Communication:** It is very important to be aware that e-mail and cell phone communication can be relatively easily accessed by unauthorized people and hence, the privacy and confidentiality of such communication can be compromised. Email, in particular, is vulnerable to such unauthorized access due to the fact that the email services have unlimited and direct access to all e-mails that go through the servers. Faxes can be sent erroneously to the wrong phone number. All computers used by MGC are equipped with virus protection and a password. Further, the client data is kept in an electronic record and the information is backed up regularly and stored in a secure off-site facility. Please notify your therapist if you decided to avoid or limit in any way, the use of any or all communication devices, such as e-mail, cell phone or fax. Please do not use e-mail or faxes for emergencies. MGC only encourages the use of texting and emails for appointment changes or for the exchange of other basic information.

**Consultation:** MGC regularly consults with other professionals regarding their clients. However, the client’s name or other identifying information is never mentioned. The client’s identity remains completely anonymous and confidentiality is fully maintained.

**Telephone & Emergency Procedures:** Generally, I try to return calls within 24 hours but response time may be longer on weekeds or when I am on vacation. If you are experiencing an emergency or urgent issue that cannot wait, please call 911 or go to your nearest emergency room.

**Payment & Insurance Reimbursement:** Clients are expected to pay the standard fee for a forty-five (45) minute session at the end of each session unless other arrangements have been made. Please notify MGC if any problem that arises during the course of therapy regarding your ability to make timely payments. You will be 100% responsible for the full cost of the session if you are not covered by your insurance. Additionally, when you choose to use your insurance, we must provide the insurance company with your diagnosis and other personal health information. If you do not want us to provide that information to your insurance company, let us know, and then you will pay the standard cash rate.

**Delinquency & Inactivity:** Referrals for alternative mental health treatment options will be given to the client or caregiver in cases where accounts have become delinquent for 30 days or client has not contacted clinician in 60 days unless other arrangements have been made.

**Cancellation Policy:** Since scheduling of an appointment involves the reservation of time specifically for you, a minimum of 24 hours (1 day) notice is required for rescheduling or canceling an appointment. Unless MGC and you reach a different agreement, an $80 fee will be charged for sessions missed without such notification. Most insurance companies do not reimburse for missed sessions.

I have received a copy of the above information.

Client Name:                                                                                 Date of Birth:

Client/Guardian Signature: Date: