

PRACTICE POLICIES & BILLING

APPOINTMENTS, CANCELLATIONS AND FEES

- Appointments are made online at unclusteredcoaching.com or through email at unclustered@outlook.com.
- The standard meeting time for a coaching session is approximately 30 minutes, or 60 minutes based on the booking time.
- Cancellations and re-scheduled sessions will be subject to a \$99 fee if NOT RECEIVED AT LEAST 24 BUSINESS HOURS BEFORE YOUR SCHEDULED APPOINTMENT TIME. This means that a Monday appointment needs to be cancelled and/or rescheduled by the end of the business day on Friday before the scheduled appointment. A NO SHOW/NO CALL will be subject to a \$199 (30 minute booking) / \$349 (60 minute booking) fee based on time booked. These fees will apply unless your coach determines an emergency is involved. These charges are necessary because a time commitment is made to you and is held exclusively for you. We have a standing waiting list and giving the office notice of cancellation allows us to offer the opening to another person. Also, if you are late for a session, you may lose some of that session time because of appointments following yours.
- Your coach has the right to terminate services based on a history of missed / cancelled / rescheduled appointments.
- Currently, if you miss / cancel / reschedule 3 appointments in a 90 day period there will be a case termination for lack of engagement. FEES are charged and billed as initially discussed during client intake.
- All fee payments are the client's responsibility as we do accept insurance of any kind.
- Telephone sessions and / or consultations are based on need and appropriateness of situation. They are also self-paid and charged at the regular current rate.

COURT REPORTS/LEGAL LETTERS/LEGAL SITUATIONS

The coach at Unclustered Coaching LLC does NOT write legal letters or court reports on behalf of clients involving divorce / custody or other lawsuits or legal matters. If a special circumstance arises that a letter is needed or there is a court order it will be billed to you at \$50 per page in addition to the cash hourly fee for writing those reports. If for any reason you become involved in legal proceedings that require your clinician's mandated participation you will be expected to pay for all your coach's professional time due to the time consuming and often difficult nature of legal involvement as well as disruption of their clinical work, currently at a rate of \$349 per hour for these services. This applies even if they are called by the other party to testify. Your coach will ask that a retainer be paid in the amount of half of the expected fees one week prior to providing these services and the remainder within the week after the services are provided. Any unused amounts will be refunded. Your coach's professional time for legal proceedings may include preparation, phone consultation with other professionals or you, record copying fees or travel time/time waiting to testify.

NOTE: As a coach, your coach cannot ethically provide any recommendations on guardianship, custody, visitation, parenting capacity or abilities or what is in the best interest of the child if you and your child are involved in custody / divorce / guardianship proceedings.

OTHER REPORTS/LETTERS

Other letters written by your coach are subject to a \$50 per page fee. These may include letters for an Emotional Support Animal or a letter to request special accommodation at school.

PROFESSIONAL RECORDS

The laws and standards of your coach's profession require that your coach keep Protected Health Information about you in your Client Record. Your Client Record may include information about your reasons for seeking coaching, a description of the ways the problem affects your life, notes from healthcare providers on a diagnosis, the goals of coaching, your progress towards those goals, your medical and social history, your treatment history, results of clinical tests (including raw test data), any past treatment records that your coach has received from other providers, reports of any professional consultations, any payment records, and copies of any reports that have been sent to anyone.

You may examine and / or receive a copy of your Client Record if you request it in writing, unless your coach determines for clearly stated reasons that disclosure of the records to you is likely to have an adverse effect on you and sends records over to another coach or practitioner designated by you, unless otherwise required by federal law. Because these are professional records they may be misinterpreted and / or upsetting by untrained readers, it is therefore recommended that you initially review them with your coach or have them forwarded to mental health professional so you can discuss the contents. In most circumstances, your coach is allowed to charge fees set under Ohio and federal laws for copying and sending records.

These fees may change every year, so he / she / they will let you know what they are at the time that a records request is made. Currently these rates are .25 a page. If you desire to have the information sent electronically, and if we store the information in an electronic format, your coach will provide you with the information to you in an electronic format if you agree to accept the potential risks involved in sending records that way.

TELEPHONE ACCESSIBILITY

If you need to contact your coach between sessions, please leave a message on our office email or voice mail on the number that your coach personally provided you with. We / your coach are / is often not immediately available; however, he/ she / we / they will attempt to return your call within 24 hours. Please note that video sessions are highly preferable to phone sessions. However, if you are out of town, sick or need additional support, phone sessions may be available. If a true mental health emergency arises, please call 911 or any local emergency room.

SOCIAL MEDIA AND TELECOMMUNICATION

Due to the importance of your confidentiality and the importance of minimizing dual relationships, we do NOT accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). If you have questions about this, please bring them up when you meet for a session and it can be talked about it more thoroughly.

ELECTRONIC COMMUNICATION

We cannot ensure the confidentiality of any form of communication through general electronic media, including text messages and email. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, we will do so and have another consent for this request. While we may try to return these electronic messages in a timely manner, your coach cannot guarantee immediate response and requests that you DO NOT use these methods of communication to discuss coaching content and / or request assistance for emergencies.

Actual SERVICES by electronic means, including but not limited to telephone communication, the Internet, facsimile machines, and e-mail is considered “telemedicine” by the State of Ohio. This is broadly defined as the use of information technology to deliver coaching services and information from one location to another. If you and your coach choose to use information technology for some or all of your treatment we will provide you with a separate consent form for those services.

AFTER HOUR EMERGENCIES and AFTER HOURS CARE

Your coach may be reached at the phone number listed at the beginning of the intake or a private and a separate number provided to you. Your coach will make every effort to respond to you within 24 hours; however, he / she / they may not always be available to do that. Current clients will be notified during sessions of clinician's upcoming travel, vacation, or other necessary absences from the office. Emergencies are handled by going to the nearest hospital emergency room or by calling 911. The National Suicide Prevention Lifeline number is 1-800-273-8255. Emergencies are urgent issues requiring immediate attention.

TERMINATION

Ending a coaching relationship can be difficult. Therefore, it is important to have a termination process to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. Your coach may terminate treatment after appropriate discussion with you if it is determined that the coaching is not being effectively used, coaching is completed, too many sessions are missed / cancelled or if you are significantly in default on payment. Your coach will not terminate the coaching relationship without first attempting to discuss and explore the reasons and purpose for terminating. Should you fail to contact Unclustered Coaching LLC to schedule an appointment for 12 consecutive weeks, for legal and ethical reasons, we must consider the professional relationship discontinued.

Unclustered Coaching LLC

Brecksville, OH 44141

Updated 8/24/2025

BY SIGNING BELOW I AM AGREEING THAT I HAVE READ, UNDERSTOOD, AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.

Client:

Signed by:

Print:

Date: