



PRACTICE POLICIES

Rooted Vines Counseling LCSW PLLC

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PRACTICE POLICIES

APPOINTMENTS AND CANCELLATIONS

If you are unable to attend an appointment, please cancel or reschedule at least 24 hours in advance. You will be responsible for a no-show fee of \$25 if you no show or cancel less than 24 hours before your appointment. This is necessary because a time commitment is made to you and is held exclusively for you. If you are late for a session, you may lose some of that session time. If you are more than 15 minutes late for your appointment, it is possible that your spot has been backfilled (i.e. your therapist is now unable to meet with you at that time), and your appointment will be rescheduled. The standard meeting time for psychotherapy is 45-55 minutes.

Any payments being made can be via credit card, HSA card or cash. Checks are not accepted. Copays are expected at the time the service is rendered and are typically charged on the Friday or Saturday of the week after your session. Please note: after four missed copayments (or failure to pay them in the portal), scheduling for routine treatment may be paused until your part of the balance is caught up.

It is your responsibility to ensure that you're providing correct insurance information. If you have multiple insurances, you are required to provide both. If your insurance changes, you are required to let us know. Your failure to do any of these things may result in improper billing and you may be liable for those claims.

Should you fail to schedule an appointment for 90 consecutive days, unless other arrangements have been made in advance, for legal and ethical reasons, the professional relationship may be considered discontinued. A pattern of missed appointments may result in discharge from the practice. Your therapist or a member of the Rooted Vines Counseling staff will speak to you if you become at risk of discharge due to missed appointments.

BETWEEN SESSION ACCESSIBILITY

If you need to contact your therapist between sessions, please email them. Please note: therapist emails are secure and HIPAA compliant. You may also leave a voicemail message. Therapists are often not immediately available; however, your call will be returned within 24 business hours. If a true emergency situation arises, please call 911 or go to any local emergency room or crisis location.

SOCIAL MEDIA AND TELECOMMUNICATION

Due to the importance of your confidentiality and the importance of minimizing dual relationships, staff members at Rooted Vines Counseling do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). It is our belief that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of the therapeutic relationship. If you have questions about this, please bring them up when you meet with your therapist and you can discuss further.

ELECTRONIC COMMUNICATION

Rooted Vines Counseling staff cannot ensure the confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, that may be available to you. While staff try to return messages in a timely manner, there is no guarantee of immediate response, and we request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies.

Services by electronic means, including but not limited to telephone communication, the Internet, and e-mail is considered telemedicine, broadly defined as the use of information technology to deliver medical services and information from one location to another. Telemedicine has its own risks and benefits. Please ensure that you review the Consent for Telehealth Services completely.

MINORS

If you are a minor, your parents may be legally entitled to some information about your therapy. The therapist will discuss with you and your parents what information is appropriate for them to receive, and which issues are more appropriately kept confidential.

TERMINATION

Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. Treatment may be terminated after appropriate discussion with you and a termination process. Termination can occur for a number of reasons: 1) if your therapist determines that the psychotherapy is not being effectively used, 2) if you are in default on payment, 3) if your needs are not within your therapist's area of skill, 4) there is no longer adequate medical necessity for insurance payments (self-pay can be discussed), and many others that are not listed here. The therapeutic relationship will not be terminated without first discussing and exploring the reasons and purpose of terminating. If therapy is terminated for any reason or you request another therapist, you will be provided with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.