



PRACTICE POLICIES

Payment of Session Fees

Clients are also required to keep a valid credit or debit card on file at all times. A secure credit card authorization form will be provided through the client portal as part of the initial paperwork packet. We accept all major credit and debit cards, including those associated with Flexible Spending Accounts (FSA) and Health Savings Accounts (HSA).

Clients will be charged for their session via the card on file the day of the appointment, unless an alternative payment method has been agreed upon with the therapist. Any remaining balance must be paid at the time of service. If there is an issue with the form of payment at the time of the charge, clients are required to resolve the issue and provide valid payment prior to the session.

Personal checks are accepted only with prior authorization from the therapist and practice owner and must be submitted before the session. A \$75 service charge will be applied for any returned checks. While cash is also accepted, please note that we do not keep change on hand in the office.

Please remember to cancel or reschedule 24 hours in advance. You will be responsible for the entire fee if cancellation is less than 24 hours.

Payment for Other Services

In addition to regular therapy sessions, certain other services may incur additional charges, as outlined below: Consultation and correspondence with other professionals (such as medical providers, doctors, psychiatrists, teachers, or school counselors) will be billed at \$175 per hour, in 15-minute increments. Participation in court cases will incur additional fees, and full details are available in the court policy. Phone calls with clients or their family members that last longer than 10 minutes will also be billed at \$175 per hour, charged in 15-minute increments. Your therapist will discuss these fees with you should they become necessary. Unless otherwise agreed upon in advance, the credit or debit card on file will be charged for these additional services.

Nonpayment of Fees

In the event of nonpayment, counselors reserve the right to pursue legal action to recover unpaid balances. If legal action is required, only biographical information and the amount owed will be disclosed in order to protect your confidentiality. Furthermore, additional therapy sessions cannot be scheduled until the outstanding balance is paid in full. Once payment is received, future sessions will need to be paid for in advance.



Appointments and Cancellations

To ensure the highest quality of care and respect for both your time and the therapist's, we ask that you cancel or reschedule your appointment at least 24 hours in advance. Cancellations made less than 24 hours before the scheduled appointment will be charged the full session fee. The standard session length for psychotherapy is 50 minutes, though you may discuss with your therapist if you would like to adjust the length of your sessions. Any changes to the standard session time must be scheduled in advance.

A \$75 service charge will apply for any returned checks, or checks that require other special handling. Cancellations or rescheduled appointments will incur a full charge if not received at least 24 hours in advance, as the time reserved for you is exclusively held. If you arrive late for your session, the session time may be shortened accordingly.

To encourage consistent attendance, we have a 4-session cancellation policy. If a client cancels four sessions within a four-month period, they will be discharged from the practice. After a six-month period from discharge, the client may return to therapy, but only after evaluating readiness with the therapist. Regular and uninterrupted sessions are key to making progress and achieving your therapeutic goals, and we appreciate your commitment to the process.

Should you fail to schedule an appointment for 30 days, unless other arrangements have been made in advance, for legal and ethical reasons, I must consider the professional relationship discontinued and you will be discharged from services in accordance with our termination policy.

The standard meeting time for psychotherapy is 50 minutes. It is up to you, however, to determine the length of time of your sessions. Requests to change the 50-minute session needs to be discussed with the therapist in order for time to be scheduled in advance.

Telephone Accessibility

If you need to contact me between sessions, please leave a message on my voice mail. I am often not immediately available; however, I will attempt to return your call within 24 hours. Please note that Face-to-face sessions are highly preferable to phone sessions. However, in the event that you are out of town, sick or need additional support, phone sessions are available. If a true emergency situation 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, I do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). I believe 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 our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it.



Email, Phone, and Text Communication

At Vantage Therapy and Wellness, PLLC, we prioritize your privacy and confidentiality. However, it's important to understand the limitations of certain communication methods. If you choose to contact your therapist via email, please limit the content to basic matters such as appointment cancellations or changes to your contact information. We will not respond to clinical or personal concerns via email due to security risks.

For phone calls, please note that unless both parties are using landline phones, confidentiality cannot be guaranteed. Similarly, text messages are not a secure method of communication and should not be used for confidential or sensitive matters.

For all clinical concerns or sensitive information, please use our HIPAA-compliant client portal, which ensures the privacy and security of your communication. We strongly encourage using the portal for all clinical discussions to protect your confidentiality.

While we take every measure to ensure your information is kept private, we cannot guarantee full confidentiality when using non-secure methods of communication.

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. I may terminate treatment after appropriate discussion with you and a termination process if I determine that the psychotherapy is not being effectively used or if you are in default on payment.

I will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If therapy is terminated for any reason, or you request another therapist, I will provide you with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.