

DEBRA A. LITTRELL, M.A., LMHC
1611 116th Ave. NE, Ste. 106, Bellevue, WA 98004 425-747-5774

Communication with Me

Office Hours

My business hours are Monday thru Thursday from 11:00am - 6:00pm and Fridays 11:00a - 4:00p. I am only in the office on Tuesdays & Wednesdays for psychotherapy appointments. Other days I am consulting, training and writing.

Contacting Me

I pick up messages when I have breaks in my schedule during the day. I return calls the same day if at all possible, or by the next business day.

After Hours

If you call after hours on weekdays, weekends or holidays I will return your call on the next business day.

Emergencies

If you call and are having an emergency and you do not hear back from me by the time you need, please call the Crisis Clinic at 206-461-3222 or call 911 if it is a life threatening emergency.

Charges for Out of Session Calls

Please note, there is a charge for phone calls of a clinical nature outside of your regular session. You will be charged for the time at the rate of \$150 per hour prorated for the amount of time you use. If you are calling to make changes to an appointment time or other administrative inquiries there is no charge.

What You Need to Know About My Phone Number

I do all communication with clients via telephone.

My office phone, 424-747-5774.

Voicemail is the most reliable. You can text but make sure you get a confirmation from me that I received it as text can be unreliable.

DO NOT TEXT ME ABOUT ANY PERSONAL INFORMATION. TEXT IS NOT SECURE AND YOUR PRIVACY WILL BE COMPROMISED. Text is best used for short messages regarding changing or cancelling appointments.

I do not communicate with clients via email.

Email is not secure and your confidential information can not be protected.

I do not store client information on my computer to protect your privacy. Although I have the usual antivirus protection on my computer it does not protect against the more sophisticated hacking that is becoming more common these days.

Do not email me about changing or canceling appointments or any information of a personal nature about what has been going on for you. Besides the potential breach of confidentiality I do

not pick up email regularly, sometimes for days, so I may not get information in a timely manner.

I know this way of communicating may seem a bit old fashion, but because of more recent security breaches that have been publicized I prefer to protect us both from potential problems. I have found voicemail to be the only dependable way of getting my messages.

What Qualifies As Notifying Me of a Cancellation?

48 hours notice is required to cancel or reschedule your appointment. If you call ***to cancel or reschedule an appointment it must be done by telephone or via my scheduler.*** The scheduler is more efficient and allows you to make the changes you need without having to wait for my return call. If you call to change your appointment, leaving a voicemail for me if I do not answer will document the time you called in regards to the notice required. ***If you text to cancel your appointment make sure I confirm I received your message before the 48hour requirement. Text can be unreliable.***

48 hours notice to cancel an appointment is required or your will be charged for the time.

Email will not meet the 48 hour notice requirement as I will not receive them promptly and do not email with clients.

I acknowledge that I have read and fully understand these policies. I agree to the above and all of my questions have been answered.

_____ Client Signature	_____ Date
_____ Client Signature	_____ Date
_____ Client Signature	_____ Date
_____ Parent or Guardian Signature if Client is a Minor	_____ Date
_____ Therapist Signature	_____ Date