



1400 112<sup>th</sup> Ave SE, Ste 100, 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 \$165 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, 425-747-5774.

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 cannot 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.

### ***CANCELLATION POLICY***

To provide you with high quality care, it is important for you to keep your scheduled appointment with me. Valuable time has been reserved for you. The material you will be working on builds with each week so missing appointments results in inconsistent and often incomplete treatment. We will be following a specific treatment plan designed specifically for you.

When you are late or do not show for your appointment, it results in lost time which could prevent another person receiving care.

Patients arriving more than 15 minutes late to their appointment will be subject to my discretion as to whether they can be seen. If you cannot be seen or are more than 20 minutes late for a scheduled visit, it will automatically be considered a no show.

It is your responsibility to keep record of your appointment and to arrive on time.

### ***What Qualifies as Notifying Me of a Cancellation?***

***If you need to cancel or reschedule your appointment, please contact the me, via phone call or the scheduler, 48 business hours in advance (this does not include weekends or holidays).***

For instance, if your appointment is on a Tuesday at 1:30p (Pacific Time), you will need to give notice by ***voicemail*** or cancel your appointment ***via the scheduler*** before 1:30pm (Pacific Time) on Friday. If adequate notice is not given full fee for the appointment is charged.

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 will document the time you called in regard to the notice required. ***Text is unreliable.*** If my phone is off when you text your message will show a time/date stamp of when the text is delivered not when you sent it.

If you are unsure about an upcoming time, but still prefer to attend your session if you can, and need to meet the 48 hours' notice, you can leave me a ***VOICEMAIL*** prior to the 48-hour notice requirement letting me know your circumstance. This allows us to come up with a plan for how to handle the circumstance.

Every late cancellation/no-show is recorded in your chart. If you are requesting a super-bill to submit to your insurance company late cancelled or no-show appointments will not appear on the bill since insurance companies will not pay for them.

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: \_\_\_\_\_

Parent/Guardian  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(If under 14yo)

Therapist Signature: \_\_\_\_\_ Date: \_\_\_\_\_