

## **POLICIES & PROCEDURES**

### **Appointments and Cancellations**

When you make an appointment with Your Healing Space Therapy, we reserve the time slot exclusively for you. As is common and best practices, we require 24 hour notice of the need to reschedule or cancel a scheduled appointment. Failure to cancel, reschedule, or show up to your scheduled appointment will result in a charge of the full cost of the session. This policy allows Your Healing Space Therapy to offer the time slot to individuals in need of an appointment.

Please note that two or more instances of missed appointments without notifying your therapist may result in termination of services. If you are 10 minutes or later for your scheduled appointment, you may be asked to reschedule for another day/time and charged the full cancellation fee of \$175.

### **Confidentiality**

Your Healing Space Therapy is required by Legal and Ethical standards to maintain confidentiality. Information cannot be divulged to any outside parties without your written consent with the following exceptions: if you are a threat to yourself and others, threaten or attempt to commit suicide, we become aware of any real or alleged abuse to children, elderly, or incapacitated people (in which case we are mandated reporters of the State of Illinois), and if we receive a properly issued subpoena accompanied by a court order to produce records.

We are expected to maintain confidentiality standards outside of the therapy office as well. If we see each other accidentally outside of the therapy office, I will not acknowledge you first. Your right to privacy and confidentiality is of the utmost importance to the practice, and we do not wish to jeopardize your privacy. However, if you acknowledge me first, I will be more than happy to speak briefly with you, but we will need to refrain from engaging in any lengthy discussions in public or outside of the therapy office.

### **Telephone Accessibility and Electronic Communication**

In order to maintain your confidentiality and our respective privacy, please do not contact your therapist through text message or email regarding clinical related issues or concerns. These are not methods of secure communication, and there is possibility that they will not get the message in a timely manner, or that communication will be interpreted in an unclear manner. Text messages and

emails are only to be used for scheduling, changing or canceling appointments. If you need to contact your therapist between sessions, please call and leave a brief voicemail, and they will attempt to return your call within 24 hours. Additionally, if an emergency situation arises, please contact 911 or go to your nearest emergency room.

Please note that face-to-face sessions are highly preferable over phone sessions. However, in the event that there are difficulties (technical or otherwise) with face to face or telehealth sessions, phone sessions are available.

### **Minors**

If you are between the ages of 12-17, the law may require your parents the right to access some information about your therapy. I will discuss with you first prior to releasing any information to determine what is necessary and appropriate to share, and what is most appropriate to keep confidential.

### **Social Media Policy**

Due to the importance of maintaining your confidentiality and our respective privacy, therapists do not accept friend or contact requests from current or former clients on any social networking sites including Facebook, Twitter, Instagram, LinkedIn, etc. Your Healing Space Therapy strives to ensure the boundaries of the therapeutic relationship are not blurred or compromised in any way. If you have questions or concerns about this, we welcome and encourage you to bring them up during your therapy session.

### **Termination and Transfer Plans**

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.

Should you fail to schedule an appointment for three consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, I must consider the professional relationship discontinued. In the event of

incapacitation, death, or termination of a therapist's practice at Your Healing Space Therapy during your care, your records will remain in our possession and a new therapist will be made available to you. If you desire to transfer care outside of our practice, you may sign a release of records and we will release a standard extract from your file to the initial intake and most recent progress notes. It is our standard policy to release records directly to another provider. Any variance will be arranged by the designee.

#### Notice of Privacy Policies and Clients Rights

For more information see: <https://www.hhs.gov/hipaa/index.html>

#### Agreement

I have read and understand the above statement on services, policies, and procedures.