

PROFESSIONAL POLICIES

PLEASE READ THIS CAREFULLY AND RETAIN A COPY FOR FUTURE REFERENCE.

CONFIDENTIALITY

Your confidentiality is of utmost importance to me and will be respected at all times. Information cannot be disclosed without written permission from you, or your guardian if you are a minor. There are three exceptions to this rule where confidentiality is waived:

1. The psychologist receives information suggesting that child abuse may have been committed. A state law requires the notification of the appropriate authorities.
2. The psychologist receives information suggesting that the client presents a danger to self or others.
3. Information in the psychologist's file is subpoenaed and the subpoena is upheld by a judge.

BILLING PROCEDURES

You are expected to pay for therapy (full or co-payment as agreed) at the end of each session. In order to save time you may have your check filled in prior to your appointment. I am a participating provider for Horizon Blue Cross and Blue Shield and will submit forms directly to them for assigned payments. If you are covered by other health insurance, I will be happy to provide you with a bill that you may submit to your insurance company, or my office will submit it for you.

CANCELLATION POLICY

Your therapy session is yours and is reserved for your appointment. Therefore twenty-four hour notice is required to cancel your scheduled appointment unless you are canceling due to an emergency. Appointments canceled with less notice will be billed at my regular rate. Remember that charges for missed appointments or late cancellations are not likely to be reimbursed by your insurance company.

TELEPHONE COVERAGE

If I am not available to answer a call, you may leave a message on the answering machine. Please speak clearly. Every effort will be made to return your call within twenty-four hours, Monday through Friday. If I cannot be reached, in the event of an emergency, please go directly to your local hospital emergency room.

If you do not receive a call back within twenty-four hours of leaving a message on my answering machine, please call back. Unfortunately, mechanical or human error does occasionally occur and may result in lost messages.