Welcome to my practice. This document contains important information about my professional services and business policies.

**PSYCHOLOGICAL SERVICES**-Therapy is an interactive process between you and your therapist that involves discussing and understanding any emotional challenges you are facing. The goal of therapy is to reduce the stress and challenges you are facing through use of various therapeutic methods. Therapy calls on you to be an active participant to be an advocate for yourself.

You will need to be truthful and commit to the process of self-reflection and transformation. Therapy is an interactive process and I encourage you to continue the work between sessions.

**CONTACTING ME:** I answer my phone between 10:00 AM to 6:00 PM. I will not answer my phone while in session, so please leave a message and I will return your call as soon as I can.

I do not consider text messages or e-mail confidential, but those methods are acceptable for non-urgent requests to call.

**If you need immediate assistance and are unable to reach me, please call the Behavioral Health Response 24-hour hotline at (314) 469-6644.**

**Sessions together**

Our first session will require evaluating the problem/s that lead you to seek treatment. I will gather some historical and diagnostic information.

After the initial assessment, I can offer impressions of what our work will entail and set up goals. If I determine that other treatment service may meet your needs more effectively, or you wish to see a different provider I can give you referrals.

* We can plan the time and day that works best for you on a weekly or bi-weekly basis. A weekly 50-minute session at the therapy rate of $90.00. If you are using insurance this amount may be different, you will be responsible for copay or coinsurance.
* The 50 minutes includes time for copay and setting up the next session. The session length is determined by insurance companies, check with your insurance as some do allow 60-minute sessions.
* Insurance companies do not reimburse for completion of Family Medical Leave Act or Short term/Long term disability paperwork. I am willing to send medical records, but I will not complete any records unless you have made an appointment to give adequate information. Sending records to any office that is not a medical office is billed at the Missouri standard rate of $25.00, plus .39 per page for fax, mail or e-mail.

**CANCELLATIONS:** The time of your appointment is for you. I need at least 24 hours’ notice if you need to reschedule or cancel. Same day rescheduled missed appointments will carry a fee of the full cost of an appointment $90.00. Appointments will not be able to be rescheduled until fee is paid.

Copays will be going through IVY or Square to save credit/debit card information after missed appointments.

Insurance companies do not reimburse for missed sessions.

To cancel a session please call me at 314-495-0585 and leave a message if I am unavailable. If more than 2 sessions are missed without notice or in a row we need to reconsider our agreement to work together. Successful therapy depends on consistent attendance.

**PROFESSIONAL RECORDS:** Standards of practice require I keep treatment records. You are entitled to a copy of your records or summary by proving a written request and copy fee. I recommend we review your chart together so that I can answer any questions that you may have.

**PAYMENT**- I make every effort to keep my service affordable. You can help this by paying in a timely manner. This office accepts cash, checks, credit/debit cards, and Health Savings Account cards. All co-pays, deductible amounts and private pay fees are due at the time of service unless other arrangements have been made. After 30 days a I report the delinquent payment to a collections office. You will be responsible for all fees, late charges and administrative costs associated with the collection of this debt.

**COVID 19 PRECAUTIONS**

Office is disinfected between clients and masks are worn in common areas or when indicated necessary by client health history. If you have been in contact with any person with active Covid symptoms I ask that you use the telehealth option

**IN THE EVENT I GET SICK OR INCAPCITATED**

If I can move my fingers, I will text you if I get sick and reschedule our appointments. If I cannot due to serious illness I have given permission to my college James Carroll, LPC NCE RPT SEP to go into my records for the expressed reason of calling my active clients to let them know that I will not be able to meet. James does not have access to client records past client phone numbers.

James Carrol, 106 Four Seasons Shopping Center Suite 103B, Chesterfield, MO 63017, 314-651-6679

**Discontinuing Therapy**

Therapy is like personal training for the brain. You are the one in control of the direction you want to take. Some therapies meet at natural ending and move to an as needed basis. Some therapies need to find a new trainer/counselor and that is perfectly okay!

Thank you for working with me; I look forward to helping you move forward with your life goals, manage trauma, and gain coping skills for navigating life.