



Healing Space Therapeutics, PLLC

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PRACTICE POLICIES

APPOINTMENTS AND CANCELLATIONS

The standard meeting time for psychotherapy is 50 minutes. It is up to you, however, to determine the length of time of your sessions. Requests to change the 50-minute session needs to be discussed with the therapist in order for time to be scheduled in advance. Sessions that exceed 50 minutes may be subject to price increase.

A \$50.00 service charge will be charged for any checks or charges returned for any reason for special handling and charge fees acquired.

Please remember to cancel or reschedule at least 48-24 hours in advance. Cancellations and re-scheduled sessions can be subject to a minimum charge of \$25.00 and No Shows a minimum Charge of 50.00 up to full session charge if NOT RECEIVED AT LEAST 24 HOURS IN ADVANCE. This is necessary because a time commitment is made to you and is held exclusively for you. If you are late for a session, you may lose some of that session time.

SCHEDULING



Clients should at minimum schedule an appointment a week in advance to secure an appointment for the following week, as the schedule tends to fill 6 days in advance. Any requested appointment made within the same week or outside their regular time frame will be accepted at the therapist's discretion as it would mean extending their availability. You may also schedule several appointments ahead of time to secure the month or weeks in advance to reserve availability on a certain day/time with intention to keep said appointment. Excessive cancellations will lead to a single appointment scheduling limitation.

START TIMES

Your appointment time is approximate. Just like "in Person" doctor or care appointments, all clients are seen in the order they are scheduled and upon the completion of the previous client. We give our clients time to process and close thoughts and conversations appropriately, which means we may not start and end appointments on the minute. When in service with people and in mental health, we cannot predict the level of need or when a situation may call for us to connect clients with other services outside our practice, which might add unexpected time to the interaction. Our delays never exceed 45 minutes. Clients will be notified by schedule change texts/email if the appointment is adjusted by 15 mins or less, but any longer span of time will be communicated by the therapist. Please Schedule 90 minutes to dedicate to the process in case of unexpected delays in the schedule and so you are not inconvenienced as well. We ask that you be understanding as you will be given the same treatment and consideration upon needing more time in therapy.

SUBSCRIPTIONS



All subscriptions will be charged on the 1st of every month and any changes to subscriptions must be made at least 30 days in advance for the month that follows. Pauses to subscription are given upon request for 30 day increments.

TELEPHONE ACCESSIBILITY

If you need to contact therapists between sessions, please use the portal messenger. Phone sessions are given as a primary option for therapy but can be used as an accommodation for those who commit to video sessions. In the event that you are out of town, sick or need additional support, phone sessions are available. If a true emergency situation arises, please call 911 or any local emergency room.

SOCIAL MEDIA AND TELECOMMUNICATION

Due to the importance of your confidentiality and the importance of minimizing dual relationships, I do not accept friend or contact requests from current or former clients on any Personal social networking site (Facebook, LinkedIn, etc.). I believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it. You can add yourself to our practice pages of course.

ELECTRONIC COMMUNICATION



I cannot ensure the confidentiality of any form of communication through electronic media, including text messages. Please communicate through our client messaging system with therapist for therapy related inquiries. For issues regarding scheduling or cancellations, contact our office manager via the client support line. While we try to return messages in a timely manner, I cannot guarantee immediate response and request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies.

Services by electronic means, including but not limited to telephone communication, the Internet, facsimile machines, and e-mail is considered telemedicine by the State of Texas. Telemedicine is broadly defined as the use of information technology to deliver medical services and information from one location to another. If you and your therapist chose to use information technology for some or all of your treatment, you need to understand that:

- (1) You retain the option to withhold or withdraw consent at any time without affecting the right to future care or treatment or risking the loss or withdrawal of any program benefits to which you would otherwise be entitled.
- (2) All existing confidentiality protections are equally applicable.
- (3) Your access to all medical information transmitted during a telemedicine consultation is guaranteed, and copies of this information are available for a reasonable fee.
- (4) Dissemination of any of your identifiable images or information from the telemedicine interaction to researchers or other entities shall not occur without your consent.
- (5) There are potential risks, consequences, and benefits of telemedicine. Potential benefits include, but are not limited to improved communication capabilities, providing convenient access to up-to-date information, consultations, support, reduced costs, improved quality, change in the conditions of practice, improved access to therapy, better continuity of care, and reduction of lost work time and travel costs. Effective therapy is



often facilitated when the therapist gathers within a session or a series of sessions, a multitude of observations, information, and experiences about the client. Therapists may make clinical assessments, diagnosis, and interventions based not only on direct verbal or auditory communications, written reports, and third person consultations, but also from direct visual and olfactory observations, information, and experiences. When using information technology in therapy services, potential risks include, but are not limited to the therapist's inability to make visual and olfactory observations of clinically or therapeutically potentially relevant issues such as: your physical condition including deformities, apparent height and weight, body type, attractiveness relative to social and cultural norms or standards, gait and motor coordination, posture, work speed, any noteworthy mannerism or gestures, physical or medical conditions including bruises or injuries, basic grooming and hygiene including appropriateness of dress, eye contact (including any changes in the previously listed issues), sex, chronological and apparent age, ethnicity, facial and body language, and congruence of language and facial or bodily expression. Potential consequences thus include the therapist not being aware of what he or she would consider important information, that you may not recognize as significant to present verbally to the therapist.

MINORS

If you are a minor, your parents may be legally entitled to some information about your therapy. I will discuss with you and your parents' what information is appropriate for them to receive and which issues are more appropriately kept confidential.

TERMINATION



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.

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.

BY SIGNING BELOW I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.
