

Mending Fences Institute

866 Washington Street Canton, MA 02021

Office Policies & General Information

CONFIDENTIALITY: All information disclosed within sessions and the written records pertaining to those sessions are privileged and confidential, unless otherwise specified and may not be revealed to anyone without prior written permission, except where disclosure is required by law. A brief summary and conclusion report may be required for court appearances.

Children: While session specifics will be treated as confidential and not be discuss with parents, parents or guardians do have the right to general information on some important life issues, themes of treatment, diagnosis, and on how therapy is progressing so they can make some well-informed decisions about therapy and care.

REQUIRED DISCLOSURES: By law, mental health providers must report and disclose actual or suspected abuse and/or neglect of a child, dependent, handicapped or elderly person to the appropriate authorities, family members or others. Where an individual presents as a danger to self, to others, to property, or is gravely disabled, report and disclosure is also required by law.

DISCLOSURES THAT MAY BE REQUIRED: Disclosure may be required pursuant to a legal proceeding. If you place your mental status at issue in litigation initiated by you, the defendant may have the right to obtain the psychotherapy records and/or testimony by the therapist. In couple and family therapy, or when different family members are seen individually, confidentiality and privilege do not apply between the couple or among family members. I will use my clinical judgment when revealing such information. I will not release records to any outside party unless I am authorized to do so by all adult family members who were part of the treatment.

HEALTH INSURANCE: You are responsible to pay for all sessions and services as specified below unless covered by Health Insurance. Coaching, reunification and some other services are not covered by health Insurance. For instance, If you begin with couples therapy, which is covered by insurance, and then decide to switch to divorce coaching, you will then pay out of pocket for coaching sessions. Some insurance companies require authorization prior to the start of treatment. Please call your insurance company to determine if authorization is needed, and if so, request an Outpatient Mental Health Authorization. Most insurances contract for 45 minutes of face to face time. You are responsible for co-pays and unreimbursed charges not covered by Insurance. **Your insurance may not cover all sessions and may not cover certain types of services.**

Mending Fences Institute

866 Washington Street Canton, MA 02021

For instance, coaching and reunification therapy is not covered. Ask your clinician if s/he takes your insurance and discuss if and how many sessions are covered.

SESSIONS: Appointments are arranged so that we share an ongoing weekly or biweekly scheduled time together. You are responsible to pay your co-pay and remaining balances at the session time, unless we agree otherwise or unless you have insurance coverage that requires another arrangement. Therapy sessions begin at the appointment time and will end on time.

CANCELLATION: If your appointment must be canceled, a minimum of **48 hours** prior notice is expected to avoid being charged for a missed session. This will allow enough time to schedule someone else in to your time slot. You will be charged for your session if you “No Show” for your scheduled time.

ADDITIONAL PROFESSIONAL SERVICES: You may need or request additional professional services such as reports, parenting plans, telephone calls lasting longer than 5 minutes, email advice and monitoring, consulting with other professionals with your permission, records preparation and treatment summaries. Fees for these services are prorated in increments of 10 minutes. For legal proceedings that require my participation, you will be expected to pay for preparation, appearance, travel, and follow up reports and summaries. If I am concerned about you or child safety, I may call to check on you.

RETAINERS: Retainers are used for uninsured therapeutic services such as divorce mediation, reunification case management and counseling, court involvement and when a client has failed to stay current with their payments. The minimum retainer is \$750 which allows for 5 sessions or 5 hours of professional services. However, retainers vary depending on the type of services. Retainers are replenished at the request of the therapist or when the balance is \$200 or less. The money is kept in an escrow account from which funds are drawn as services are used. Unused money will be returned after all outstanding bills are paid.

FEES

| | |
|-----------------------------------------------|------------|
| Session 50 min No Health Ins. | \$150/hour |
| Session 50 min with Health Ins. | Copay |
| Missed session if notified less than 24 hours | \$50 |
| No Show | \$75 |
| Additional services | \$150/hr |
| Consultations with other professionals' | \$150/hr |
| Court (Preparation, appearance, travel) | \$150/hr |
| Retainer (replenish when gets to \$200) | \$1,500 |

Mending Fences Institute

866 Washington Street Canton, MA 02021

Late payment fees \$25/month

Interest on bills 60 days outstanding 5%

You may pay by cash, check or Paypal account.

If you have financial difficulty please request payment plan to avoid extra fees.

TELEPHONE & EMERGENCY PROCEDURES: To schedule or change appointments call the office (781) 821-4606 or email me. You may call/text my cell phone 781-249-2156 between the hours of 8am to 10pm. Leave a message that includes name, phone and times when you will be available. I do not answer the phone while I am with a client. Messages are checked frequently and will be returned as soon as possible. **If you are in crisis and cannot reach me call 911 or go to the nearest emergency room and ask for the psychiatrist on call.** If I will be unavailable for an extended time, I will provide you with the name of a colleague to contact if needed.

Updated 3/15mv