

# Practice Policies

[AZZ-ERT URSELF! Inc., 900 COMMONWEALTH PL STE 104, VIRGINIA BEACH, VA 23464]

## Practice Policies

### APPOINTMENTS AND CANCELLATIONS

Please remember to cancel or reschedule appointments at least 24 hours in advance. You will be responsible for the entire fee if cancellation occurs with less than 24 hours' notice. This fee must be paid before another appointment can be scheduled.

The standard meeting time for psychotherapy is 53 minutes. However, you may request a different session length. Any changes to the session length should be discussed with your provider to ensure adequate time is scheduled in advance.

A **\$50.00 service charge** will be applied for any checks returned for insufficient funds or other reasons requiring special handling.

Cancellations or rescheduled sessions are subject to the full 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 part of that session time. You are considered a no-show if you do not arrive within 10 minutes of your scheduled appointment.

### TELEPHONE ACCESSIBILITY

If you need to contact your provider between sessions, please use the secure Client Portal, as your provider may not be immediately available due to client care responsibilities. However, your provider will attempt to contact you as soon as possible, no later than 48 business hours. If you need office assistance, please call 757-937-2123. Phone sessions are typically only allowed in extreme circumstances. Telehealth sessions are available. In the event of technological difficulties with video conferencing during telehealth services, telephone assistance may be permissible if you are sick or need additional support. If a true emergency situation arises, please call 911 or your local emergency services, or visit the nearest emergency room.

### SOCIAL MEDIA AND TELECOMMUNICATION

Due to the importance of your confidentiality and the need to avoid dual relationships, your provider will not accept friend or contact requests from current or former clients on any social networking sites (e.g., Facebook, Instagram, LinkedIn, TikTok, Snapchat). We prioritize your care and confidentiality. You may contact your provider through the secure Client Portal.

### ELECTRONIC COMMUNICATION

We cannot ensure the confidentiality of any form of communication through electronic media, including text messages. The Client Portal is available for messaging regarding scheduling or cancellations. If you contact your provider via the Client Portal, please note that they may not be immediately available due to client care responsibilities. Your provider will contact you as soon as possible, but **no later than 48 hours**. If you do not hear back from your provider within that time frame, please call our office and speak to a client advocate at **757-937-2123**.

Services provided by electronic means, including but not limited to telephone communication, the Internet, and e-mail, are considered telehealth under the State of Virginia. According to Virginia law, telehealth is defined as the use of electronic technology to deliver health care, health information, or health education at a distance. If you and your therapist choose 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 your 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 telehealth 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 telehealth interaction to researchers or other entities shall not occur without your consent.
5. There are potential risks, consequences, and benefits of telehealth. Potential benefits include, but are not limited to, improved communication capabilities, 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, diagnoses, and interventions based not only on direct verbal or auditory communications, written reports, and third-party consultations, but also from direct visual observations. When using information technology in therapy services, potential risks include the therapist's inability to make visual observations of clinically or therapeutically 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 mannerisms 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. Your provider 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 to achieve closure. The appropriate length of the termination depends on the length and intensity of the treatment. Your treatment plan will be terminated when appropriate, in collaboration with your provider. If your provider determines that psychotherapy is not being effectively used or if you are in default on payment, you may be prematurely discharged. Your provider will do their best to discuss any issues with you. If your provider is unable to reach you or you do not bring your account current, services will be terminated. If therapy is terminated for any reason or you request another therapist, we are happy to provide you with a list of providers in the area upon your request, or you may locate another provider on your own.

Should you fail to attend two consecutive appointments, you will be considered to have voluntarily terminated services with your provider.

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