Attendance, Late Cancellation, and Telehealth Session Policy

Consistent attendance and active participation are important parts of therapy. The following policies are intended to protect scheduled appointment time and support a safe, focused therapeutic environment.

Cancellations and Rescheduling

Clients are asked to provide at least **24 hours' notice** when canceling or rescheduling an appointment.

Appointments canceled or rescheduled with less than 24 hours' notice may be subject to a **$75 late cancellation fee**.

Each client will be allowed **one courtesy late cancellation or missed-session waiver** during the course of treatment. After the courtesy waiver has been used, the applicable late cancellation or missed-session fee will apply.

Insurance typically does not cover late cancellation or no-show fees. When applicable, these fees are the client's responsibility.

Missed Appointments / No-Shows

An appointment is considered a no-show when a client does not attend the scheduled session and has not provided appropriate notice.

Missed appointments may be subject to a **$75 fee**, unless the client's one-time courtesy waiver is available and applied.

Repeated missed appointments may result in a discussion about whether the current appointment time, frequency of treatment, or continuation of services remains appropriate.

Late Arrival

Clients are encouraged to log in and be ready at the scheduled appointment time.

If a client arrives late, the session will generally still end at the originally scheduled time.

If a client is **15 minutes or more late**, the session may need to be rescheduled and may be treated as a late cancellation or missed appointment.

Communication and Response Time

I typically respond to **non-urgent messages within 24–48 hours during business days**.

Messages are **not routinely monitored on weekends or holidays**. Messages received during those times will generally be addressed during the next available business day.

Digital communication is intended primarily for brief administrative purposes. Appropriate uses may include:

- Scheduling or appointment changes
- Insurance or billing-related questions
- Appointment-related concerns
- Brief administrative questions
- Brief check-ins regarding assigned homework or previously discussed tasks

Digital messages should generally not be used for complex emotional content, detailed symptom discussions, therapeutic processing, or concerns that require significant clinical assessment.

If a message contains clinical content or emotional material that would be more appropriately addressed in therapy, I may ask that it be discussed during the next scheduled session so that it can receive the time, privacy, and clinical attention it requires.

Digital communication should not be considered a substitute for a scheduled therapy session.

Crisis and Emergency Communication

If you are experiencing a mental health emergency, please contact the **988 Suicide & Crisis Lifeline**, go to your local emergency room, or call **911**.

Do not rely on email, text messaging, client portals, social media, or other digital messaging for crisis support or emergency assistance.

Driving During Therapy

For safety reasons, therapy sessions cannot be conducted while a client is actively driving a vehicle.

If a client joins a session while driving, they will be asked to safely park before the session can continue.

If the client is unable to safely stop driving, the session may need to be rescheduled.

Privacy and Session Environment

Clients are encouraged to participate in therapy from a private, reasonably quiet location where they are able to speak freely and safely.

Clients should avoid engaging in activities that significantly interfere with participation in the session.

Social Media

To protect client privacy, confidentiality, and professional boundaries, I do not accept friend requests, follows, direct messages, or other personal social media connections from current or former clients through my personal social media accounts.

Clients may view or follow publicly available professional or educational social media content if they choose. However, social media should not be used for clinical communication, emergencies, scheduling concerns, or discussion of treatment.

Following, commenting on, or interacting with professional social media accounts may reveal a connection to mental health services to others. Clients should consider their own privacy before interacting publicly with professional social media content.

Clinical concerns and therapeutic communication should take place through approved practice communication methods or during scheduled appointments.

Emergencies and Exceptional Circumstances

I understand that emergencies and unexpected circumstances occur.

Late cancellation and missed-session fees may be waived at my discretion in situations involving emergencies or other significant circumstances.

Waivers beyond the one-time courtesy exception are not guaranteed and will be considered on a case-by-case basis.

Acknowledgment

By participating in services, clients acknowledge that they have reviewed and understand the attendance, cancellation, communication, late arrival, telehealth safety, crisis communication, and social media expectations outlined above.