



## Office Policies for Canopy Relational Care

*Thank you for choosing me as your mental health care provider. I am honored to be on this journey with you and committed to giving you excellent mental health care.*

**MY COMMITMENT TO YOU** I am committed to providing quality treatment and helping you realize your personal goals. While it is impossible to guarantee any specific outcome, together we will work to achieve the best possible results. I will give you my full attention and energy when we are working together and be prepared for your visit. If at any time you have questions or concerns, please let me know.

**WHAT I EXPECT FROM YOU** Counseling is a two-way effort entailing mutual respect, responsibility, and consideration. It is your responsibility to help me understand your life situation, thoughts, and feelings. I also expect you to complete assignments between sessions. Counseling will be most successful if you are willing to take risks and make changes.

**APPOINTMENT TIMES** Counseling sessions run 50 minutes with the remaining 10 minutes used for summarizing case notes. Counseling sessions running over 50 minutes are billed at the normal service rate. Please arrive on time. I will respect your time by doing everything possible to keep the appointed schedule and will expect you to also do so. You will be charged for the time you have reserved. If an emergency should arise and I cannot keep your appointment, which is an extremely rare occasion, I will make every effort to call you to reschedule as soon as I know of the problem. I consider your time as important as mine.

**CANCELLATIONS AND MISSED APPOINTMENTS** Please make every effort to keep your scheduled appointment. If you cannot keep your appointment, please let me know. This practice respects my time and allows me to use that hour for seeing other clients who are in need.

Cancellations can be made at any time by calling my phone number and leaving a message in voice mail at 214-725-6455.

If you do not show up for your scheduled therapy appointment or have not given at least 24 hours notice in advance, you will be required to pay the full cost of the session.

**TELEPHONE CALLS** There is no charge for “check-in” telephone calls lasting 15 minutes or less. Consultation calls longer than 15 minutes are billed at the normal service rate. I receive very few “urgent calls” and do not expect excessive phone calls to be a problem. My services are not designed to respond to emergency situations. If you have an emergency please contact your personal physician, dial 911, or go to the nearest hospital emergency room.

**DIVORCE OR CUSTODY LITIGATION** If you are involved in a divorce or custody litigation, you need to understand that my role as a therapist is not to make recommendations for the court concerning custody or parenting issues or to testify in court concerning opinions on issues involved in the litigation. Experience has shown that testimony by therapists in domestic cases causes damage to the clinical relationship between a



therapist and client. Only court-appointed experts, investigators, or evaluators can make recommendations to the court on disputed issues concerning custody and parenting plans.

**QUESTIONS AND FEEDBACK** Please do not hesitate to ask questions. I welcome your comments and suggestions for improvement. You have the right to refuse treatment at any time during our counseling relationship. You may, at any time, seek a second opinion. I encourage you to be assertive and take responsibility for getting your needs met. I take great pride in my work and strive for excellence.

### **PROFESSIONAL FEES**

\$ 150 per 60 minute session for intake interview

\$ 120 per 50 minute session for individuals

**PAYMENT** Full payment is due at the time of service.