Practice Policies

Whole Brain Solutions, LLC. PRACTICE POLICIES

**APPOINTMENTS AND CANCELLATIONS - LATE CANCEL and NO SHOW FEES**

Please be mindful and remember to cancel or reschedule at least 24 hours in advance of your session. **You will be responsible for a the cost of the session or a $50 fee, whichever is more, if cancellation is less than 24 hours prior to your session or you No Show the session.**

We value our work together, our time commitment to you, and your session time is held exclusively for you. Your credit card information is also requested so that if you No Show or Late Cancel the fee will be billed to you on that business day unless you have arranged to pay the fee in another way with your clinician. **If late cancelations or no shows become a pattern (at least 3 within 6 months) your therapist will address the issue with you and may adjust your late cancel and no show policy to best serve the therapeutic relationship.**

If you are late for a session, you may lose some of that session time and if it becomes a pattern it will be addressed with you.

A $15.00 service charge will be charged for any checks returned for any reason for special handling.

**TELEPHONE ACCESSIBILITY**

If you need to contact your therapist between sessions, please text, e-mail, or call the office number. Please leave a message on our voice mail. We are often not immediately available; however, we will attempt to return your texts, e-mails and calls within 24 hours. Please note that face- to-face sessions in person or via secure video are highly preferable to phone sessions. However, in the event that you are out of town, sick or need additional support, phone sessions are available but may have to be billed differently depending on where you are at the time of service. We are a private outpatient clinic and do not have the resources to provide 24 hour services.

In a crisis for our WV clients, they can always call 1-877-HELP304, text 877-435-7304 or chat ([www.help304.com](https://www.help304.com/)). Help304's professional crisis counselors are trained to listen and help you find the way forward with stress-management strategies as well as community resources and referrals.

For clients outside of WV they can use [National Suicide Prevention Lifeline](https://suicidepreventionlifeline.org/):

Call 800-273-TALK (8255). The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

**If a true emergency situation arises, please call 911 or go to any local emergency room.**

**SOCIAL MEDIA AND TELECOMMUNICATION**

Due to the importance of your confidentiality and the importance of minimizing dual relationships, we do not accept friend or contact requests from current clients on any social networking site (Facebook, LinkedIn, etc). We 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.

**ELECTRONIC COMMUNICATION**

We cannot ensure the confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, we will do so. While we try to return messages in a timely manner, we cannot guarantee immediate response and request that you do not use these methods of communication to 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 California. Under the California Telemedicine Act of 1996, 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 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 private.

We require a credit card to on file for all minors that are being seen at Whole Brian Solutions for the use of co-pays if the balance exceeds $100. We are happy to make other arrangements to accommodate billing requests but will continue to require a card to be held on file. Your card will be safely stored through Stripe and only used to bill late cancel/no show fees and balances that exceed $100 after attempts to settle have been made via phone and email.

**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. Your therapist may terminate treatment after appropriate discussion with you and a termination process if she determines that the psychotherapy is not being effectively used or if you are in default on payment. We will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating with you. If therapy is terminated for any reason or you request another therapist, your therapist will provide you with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.

Should you fail to schedule an appointment for three consecutive weeks after attempts to contact you have failed, unless other arrangements have been made in advance, for legal and ethical reasons, we will consider the professional relationship discontinued.

Should you fire your therapist it is important to us that we respect the parts of you that wanted to discontinue care with WBS and require a minimum of a six month break from services at WBS. Should you decided that you still want seek services at WBS after that minimum time you may need to join the waitlist or see another clinician as we cannot guarantee availability.