

Practice Policies

Agape Familyworks, 1399 Jenks Ave., Suite K, Panama City, FL 32401, 888-772-4273

PRACTICE POLICIES:

- APPOINTMENTS AND CANCELLATIONS

The standard meeting time and cost for individual psychotherapy is 60 minutes for \$120. The standard meeting time and cost for couples or family psychotherapy is 60 minutes for \$170. You will receive a reminder of your appointment 48 hours AND 24 hours before your appointment. Please remember to cancel or reschedule 24 hours in advance. You may be charged a cancellation fee of \$60 for individual sessions or \$85 for couple/family sessions if cancellation is less than 24 hours of your appointment time. You may be responsible for the entire session fee of \$120 or \$170 if cancellation occurs on the same day as your appointment or if you do not show up for your scheduled appointment and do not notify me. ***This policy 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 some of that session time.

A \$35.00 service charge will be charged for any checks returned for any reason.

- TELEPHONE ACCESSIBILITY

If you need to contact me between sessions, please leave a message on my voice mail. I am often with a client and not immediately available; however, I will make every effort to return your call within 24 hours. If you are experiencing a life or death situation, call 911 immediately or go to your nearest emergency room.

- ELECTRONIC COMMUNICATION

I use text messaging for appointment confirmations, appointment cancellations, and appointment related information. I request that you do not use text messaging to discuss therapeutic content and/or request assistance for emergencies, as I cannot guarantee the confidentiality of any form of communication through electronic media, including text messages. While I try to return messages in a timely manner, I cannot guarantee immediate response.

- DATA SHARING

Customer data is not shared with 3rd parties for promotional or marketing purposes. Mobile opt-in and consent are never shared with anyone for any purpose. Any information sharing that may be mentioned elsewhere in this policy excludes mobile opt-in data. For messaging terms and conditions see SMS Consent.

- THE THERAPEUTIC PROCESS

I feel effective therapy is best facilitated in person, 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 this 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.

Please note that Face- to-Face sessions are highly preferable to Teletherapy sessions. However, I understand there are some situations that impede one's ability to participate in in-person sessions, and in those cases Teletherapy (video appointment) is offered. Also, in the event that either of us is out of town, you are sick, or need additional support, teletherapy sessions are available.

- SOCIAL MEDIA

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

- 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 confidential.

- 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. I may terminate treatment after appropriate discussion with you and a termination process if I determine that the psychotherapy is not being effectively used or if you are in default on payment. I will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If therapy is terminated for any reason or you request another therapist, I 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 six consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, I must consider the professional relationship discontinued.

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