



Embodied Living Counseling, LLC

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Practice Policies

APPOINTMENTS, CANCELLATIONS, AND LATE CANCELLATIONS Please remember to cancel or reschedule 48 hours in advance. **You will be responsible for a \$75 missed or late canceled appointment fee for 45 minute appointments if cancellation is less than 48 hours.** Your next appointment will not be scheduled until your missed or late canceled appointment fee is paid in full or a payment plan is set up.

The standard meeting time for psychotherapy are between 45 to 60 minutes. .

A \$10.00 service charge will be charged for any checks returned for any reason for special handling.

Cancellations and re-scheduled sessions will be subject to a \$75 charge if NOT RECEIVED AT LEAST 48 HOURS IN ADVANCE. This is necessary because a time commitment is made to you and is held exclusively for you. If you are ten or more minutes late for a session, you will not be able to meet with your therapist and will be charged our no show fee. In the past, we have been able to offer same week appointments when available, however, due to an increase in need for mental health services, Embodied Living Counseling, LLC only is able to offer same week appointments for crisis situations.

APPOINTMENT REMINDERS It is your responsibility to remember your scheduled appointments. Our practice software has the function to send reminders via email 48 hours in advance and to send out a text or voice message reminder 24 hours in advance. You must opt

into this feature when filling out your client portal at the beginning to treatment. If you miss this step, the practice will not be held accountable for missed appointments. That being said, if you wish to change your mind about which reminders you would like to receive, please feel free to discuss this with our Office Manager, who will work with you to modify your account.

TELEPHONE ACCESSIBILITY If you need to contact your clinician between sessions, please leave a message on their voice mail or reach out via our secure message portal through your Simple Practice account. Our therapists are not required to be available on non-working days; however, will return your call within 24 hours of returning to the office. If you have reached out to your therapist and have not received response during a crisis situation, please reach out to our main office at (401) 290 - 2731 during the hours of 8 am to 4 pm Monday through Friday to schedule a crisis appointment either with your therapist or another clinician on staff. If a true emergency situation arises or you are having thoughts of suicide or homicide, please call 911 or present to any local emergency room for evaluation immediately.

INSURANCE AND PAYMENT Psychotherapy sessions not covered by insurance will be billed at a rate of \$125 per 45 minute session, \$150 per 60 minute session, and \$250 per initial intake/assessment/diagnostic session (unless otherwise discussed before session). Dance and Movement Therapy sessions will be billed at a rate of \$125 per initial intake/assessment/diagnostic sessions, \$75 per 45 minute follow up session, or \$90 per 60 minute follow up session (unless otherwise discussed before session). Our office manager will screen your insurance prior to your first session, however, if your insurance changes and there is a failure to inform the practice prior to your session or if there is an issue with your insurance which you are needed to contact your insurance provider in order for payment to be remitted, and you fail to do so, you will be responsible for paying the full session rate as outlined above.

SOCIAL MEDIA AND TELECOMMUNICATION Due to the importance of your confidentiality and the importance of minimizing dual relationships, our therapists do not accept friend or contact requests from current or former clients on any social networking sites (Facebook, Instagram, LinkedIn, etc). It is our belief 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 you meet with your therapist and you 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 session cancellations, we can do so. Our therapists will attempt to return messages in a timely manner during their work hours. We cannot guarantee immediate response and request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies. We encourage you to utilize the secure message option in your Simple Practice portal login for all communication with your therapist.

Under Rhode Island's Telemedicine Coverage Act, telemedicine services may be delivered "by means of realtime, two-way electronic audiovisual communications, including the application of

secure video conference or store-and forward technology ...” However, “[t]elemedicine does not include an audio-only telephone conversation, email message, or facsimile transmission between the provider and patient, or an automated computer program used to diagnose and/or treat ocular or refractive conditions.” 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. Your therapist 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. Your therapist may terminate treatment after appropriate discussion with you if they determine that the psychotherapy is not being effectively used or if you are in default on payment. Your therapeutic relationship will not be terminated without first discussing and exploring the reasons and purpose of terminating unless your therapist is unable to get ahold of you for several weeks. If therapy is terminated for any reason or you request another therapist, we will provide you with a list of qualified

psychotherapists both in and out of our practice based on your needs by request. You may also choose someone on your own or from another referral source.

Should you fail to schedule an appointment for three consecutive weeks, unless other arrangements have been made in advance, or miss three consecutive appointments, for legal and ethical reasons, we will consider the professional relationship discontinued and you will be discharged.

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

Client Printed Name

Date of Birth

Signature of Client or Guardian

Date