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IMF# B3521 • Supervised by Jeanne Guaspari, LMFT#22230

Welcome to my practice.

While the following policies are covered in various portions of the Informed Consent Form, I am providing this list of my office policies in order to make the business portion of our sessions run more efficiently thus offering you the best use of your session time. Should you have any questions or concerns with regard to these policies, please don't hesitate to call me or we can take a moment to discuss during your next session.

Payment

Payment is due at the time of service. Please make payment prior to the start of your session.

Payment can be made by check or in cash. **If you choose to pay by check, please make checks payable to Jeanne Guaspari, LMFT.** Please be aware that our office biller typically deposits checks once a month, so it is likely that several weeks' worth of checks will be cashed at the same time. Cash is always accepted. Should you wish to pay in cash, please have exact change as we don't keep cash on hand for change. If you would like a receipt, please don't hesitate to ask. I can have one generated and emailed to you. Just let me know.

Returned checks will incur a fee of \$25 to cover procession costs.

Session Length

Session length will continue to be 50-minutes (45 minutes for children). This gives me time to complete notes and do some planning for our next session. While the industry standard is moving toward the 45-minutes session, I am so passionate about our work that I rarely have finished at even the 50-minute mark. That said, **I truly value your time, and going over the 50-minutes allotted often keeps you, the next client, waiting. I will, therefore, now stick as close to the 50-minute mark as possible in order to better respect your appointment time and avoid you waiting for your session.**

Session Business

Should you have business items that you need to discuss, for example, rescheduling appointments, referrals, etc., let's handle those at the start of the therapy hour to ensure we get your needs met. Of course, should you have any questions, concerns, or business items between sessions, I welcome your calls. If I am not able to answer your call, please leave a good time to reach you, and I'll get back to you as soon as I can.

24-Hour Cancellation Policy

Should you need to cancel or reschedule your weekly appointment, please call 925-322-1681 at least 24-hours prior to your appointment start time to avoid being charged for the session. If we can reschedule your appointment to an open appointment time in the same week, we can do that instead at no charge, however, I cannot guarantee that there will be open appointment times available.

Texting Policy

Texting has become really commonplace for its convenience and speed, however, **texting me does not protect your confidentiality which I guard very seriously.** Please use texting solely for letting me know that you are running late or for simple scheduling issues when at all possible. For any information that should be kept confidential, please email me at katherine@timetothrivetherapy.com or call me at 925-322-1681. While my email is not encrypted, it is password protected. Still, the best way to keep our conversations confidential is to call me.

I value working with you and appreciate your trust in allowing me help you reach your goals. It is my sincere hope that working within the above policies will allow me to serve you better. Should you have any questions or concerns with regard to these policies, please don't hesitate to call.

Warmly,

Katherine