



Blue Rose Counseling, PLLC

Policy Agreements

Cancellations

Changes, conflicts, and emergencies are a part of life. No explanation will be requested beyond verifying that you are safe. You will most likely need to cancel or change an appointment at some time. Bearing in mind the high expectation of accountability in therapy and the subsequent cost of no shows/late cancellations, the following levels have been developed:

- **Level I:** Canceling or rescheduling an appointment with more than 24 hours of notice.
No charge. There are no limits on the number of times this may occur, but if it interferes with your treatment, we will need to problem solve for a better time slot or other option.
- **Level II:** Canceling or rescheduling an appointment with fewer than 24 hours of notice.
 - First Incident – No charge, regardless of circumstances.
 - Second Incident – \$75, will be automatically billed with your card on file, regardless of circumstances.
 - Third Incident – Full cost of non-discounted appointment of \$150, which will be automatically billed with your card on file, regardless of circumstances.
 - Any additional missed or late-canceled sessions will result in a full cost session (\$150), and a problem-solving session, working to resolve this issue before resuming regular therapy. Insurance will not cover these charges.

This count will reset at the beginning of each calendar year, bringing you back to Level I for the beginning of the next year.

Weather (for In-Person Sessions)

We cannot control the weather, but we can be safe when bad weather hits us. If the weather conditions do not allow you to feel comfortable driving, please DO NOT DRIVE. You can use your free pass for a missed appointment or we can do a virtual appointment. Safety will always take priority. If it unsafe, we will not be driving in, either.

Virtual Appointments (Telehealth)

We have a HIPAA-compliant website to conduct virtual appointments. Once you are setup in the portal, use the URL below to enter your email and date of birth, as instructed. Currently, all sessions are virtual due to COVID-19 safety recommendations from the CDC, WHO, and NASW. We will continue to assess this throughout the year. Once the office re-opens, telehealth options can be used for illnesses, severe weather conditions, injuries, travel, clinical appropriateness, and other reasons that prevent you from coming into the office. If you forgot your password, you will need to contact the office to have it reset. (therapyportal.com/p/wellness10025/login/)



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Session Time

It is a part of your Clinician's responsibility to keep sessions on track and on time. We will make every effort to start and end sessions on time. Remember that typical sessions are approximately 50 minutes. We can give a prompt near the end of our time to make sure that you've had a chance to talk about everything that you need to. If we go over time, an additional charge will be incurred depending on the length of time. Please note, insurances typically will not pay for the additional time and may have to be charged to your card on file. Your session time should be extended for crisis situations only.

Payments

Payments are due at time of service unless you have a pre-approved plan for payment. If you need to miss a payment or use another payment method, let us know before your scheduled appointment, so that your card on file isn't automatically charged. You may defer one payment at a time and pay your balance prior to your next scheduled appointment. We do not allow additional debt to accrue, as therapy should not contribute to your financial or life stressors. If the cost is too high for your current circumstances, we may need to look for other appropriate therapeutic options to avoid additional financial stressors while providing or referring you to an appropriate service. Late cancellation or no show charges will be charged on the date of intended service.

Confidentiality

Your privacy is a top priority. You will need to give signed consent for anyone you would like for us to communicate with – absolutely no exceptions. Your information will never be shared outside of this office. Any written documentation provided will be scanned into a secure, HIPAA-compliant server and returned, at your request, or shredded.

If we become aware of any real or perceived imminent threat of safety to any person, we shall notify the appropriate parties and agencies (Police, Child Protective Services, etc.) with or without your consent. Clinical information will NOT be shared, however, names and contact information, along with pertinent information of the risk, shall be shared. This may include, but is not limited to, abuse/neglect of children, the elderly, or people with disabilities, imminent suicidal or homicidal intent, or the intent to commit a violent crime.

Conflict of Interest

The relationship that you have with your Clinician is unique. It is personal and can be profound, yet it is not a social relationship. At no time will Clinicians and Clients casually socialize, date, engage in a sexual relationship, "friend" on personal social media pages, or have any kind of personal relationship outside of therapy.



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In the Community

Because we don't know who is in your environment, if we happen to see each other in the community, Blue Rose staff will refrain from identifying you by greeting you publicly. If you would like to say hello, please feel free and we can then say hello. We understand the difficulty in finding things to say when you we only know each other from our work together but we will not talk about anything discussed during sessions and will keep the conversation short and light.

Termination

There are many reasons to begin therapy and just as many to stop. If either you or your Clinician feel that it is time to stop or take a break from therapy, please make this the focus of your last session so that we can plan accordingly and provide any helpful resources. Any past due balances will be due immediately upon termination unless a plan has been approved.

Emotional Support Animals (ESA)

As many people have found value in using ESAs for comfort and support for problematic mental health symptoms, we do provide an assessment of need and training for use of an ESA for our established Clients. No Clients with fewer than four (4) therapeutic sessions focused on ESAs will be provided an ESA letter. (See below for pricing.) The laws and regulations about the use and benefits of an ESA letter have been changing to reflect the overuse and inappropriate use of the letters. We will attempt to stay informed so that you get the services you need.

Documentation

If you need a verification or progress letter (i.e., for court, DSS, your employer, etc.), please make use of the following fee schedule:

- Initial ESA Letter (after four sessions): \$50/animal
- Annual ESA Letter renewal (current Clients only): \$25/animal
- Summary or Update Letter (without drug/alcohol test): \$25
- More than 72 business hours of notice: No additional charges
- Fewer than 72 business hours of notice: \$20 rush fee
- Notary Services: \$5

Clients may access these policies through the portal as long as they are an active Client.

These policies will take place for the duration of 2022, and will be updated at the end of the calendar year.

Your electronic signature is required to receive any services.