

## **Practice Policies**



### **Appointments and Cancellations**

Appointments are scheduled in advance, at a cadence we agree on, based on your goals, treatment needs, and our mutual availability. Payments for each insurance appointment will be made through Headway by debit or credit card or ACH transfer. Payments for each cash appointment will be made through our company website by debit or credit card.

You may cancel appointments in advance without charge, as long as we receive notice far enough in advance (at least 24 hours). For appointment no-shows or last-minute cancellations, you may be charged a fee (up to \$75).

### **Availability and After-Hours Emergencies**

Providers check voicemail messages during normal business hours. Messages left outside of normal hours of operation will be picked up the next business day. If you are experiencing suicidal or homicidal thoughts, are in crisis, or need immediate help, please call 911 or go to the nearest emergency department.

### **Contacting Us**

We are often not immediately available by telephone. We do not answer our phones when we are with clients or otherwise unavailable. At these times, you may leave a message on our confidential voicemail and we will return your call once we've reviewed your chart, but it may take a day or two for non-urgent matters. We will make every attempt to inform you in advance of planned absences, and provide you with the name and phone number of the mental health professional covering our practice. If we need to cancel an appointment at the last-minute, we will reach out as soon as possible and reschedule, or have a member of our staff connect with you.

### **Discharge Process**

There are several reasons why we may eventually end our professional relationship. You may decide you would prefer to work with a different provider. We may reach the conclusion you would be better served working with someone else. Regardless of the case, we will first discuss with you the reasons for discharging, and if you request, provide you with a list of other qualified providers. We will also extend the discharge process length if necessary based on your treatment needs, including continuing to provide emergency support for a time-limited period after you have been notified of the end of our treatment relationship.

Please note that ongoing failure to pay for treatment, attend sessions, or communicate with us in a respectful and timely manner can also result in discharge from our practice. In these instances, to ensure you have continued access to care, we will still make every reasonable effort to get in touch with you and provide referrals to a new provider before we consider our relationship ended.

## **Complaints**

The Texas Behavioral Health Executive Council investigates and prosecutes professional misconduct committed by marriage and family therapists, professional counselors, psychologists, psychological associates, social workers, and licensed specialists in school psychology. Although not every complaint against or dispute with a licensee involves professional misconduct, the Executive Council will provide you with information about how to file a complaint. Please call 1-800-821-3205 for more information.