Practice Policies – For Your Information

These policies are shared for transparency and orientation. They are intended to give you a clear sense of how I work and what you can expect in therapy. A full copy of these policies, along with my **Notice of Privacy Practices**, will be provided prior to beginning services. You will have the opportunity to review, ask questions, and sign all required documents before treatment starts.

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1. Appointments & Cancellations

Session Length
Standard sessions are 50 minutes. Longer sessions may be scheduled in advance when clinically appropriate.

Modality (In-Person & Telehealth)
I offer both in-person and secure telehealth sessions. On occasion, an in-person session may need to shift to telehealth due to illness, weather, or scheduling conflicts. If you choose not to attend in the alternate format, the cancellation policy still applies.

Cancellation Policy
Please cancel or reschedule at least 48 hours in advance. Late cancellations and missed appointments are charged the full session fee, except in true emergencies. I offer one complimentary late cancellation per client as a courtesy.

Late Arrivals & No-Shows
Sessions end at the scheduled time regardless of arrival time. If you are more than 15 minutes late without notice, the session is considered a no-show and billed in full.

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2. Communication Between Sessions

I check messages during regular weekday business hours and aim to respond within 24 hours when possible. I do not respond on weekends or holidays.

Phone calls, texts, and emails are used for **scheduling and administrative purposes only** and not for therapy content.

Crisis Support
Therapy is not a crisis service. If you are in crisis or need immediate support:

- Washington State Crisis Line: **1-866-427-4747**

- National Suicide & Crisis Lifeline: **988**
- In an emergency: Call **911** or go to the nearest emergency room

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3. Telehealth, Electronic Records & Security

Telehealth services are provided in accordance with Washington State law and federal HIPAA requirements. Telehealth sessions receive the same confidentiality protections as in-person therapy.

Your **protected health information (PHI)** may be created, stored, or transmitted electronically using secure, HIPAA-compliant systems. I use **administrative, technical, and physical safeguards** to protect PHI against unauthorized access, loss, or misuse. Disclosures are limited to the **minimum necessary** when applicable.

You may decline or discontinue telehealth services at any time. While uncommon, technology disruptions may occur; if a session cannot be completed, we will reschedule.

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4. Social Media & Professional Boundaries

To protect your privacy and the integrity of the therapeutic relationship, I do not accept friend requests, follows, or connections with current or former clients on social media platforms.

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5. Working with Minors

When working with minors, parents or legal guardians may have legal rights to access certain treatment information. I work carefully to balance these legal obligations with the minor's right to privacy and emotional safety, consistent with Washington State law and professional standards.

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6. Ending Therapy

You may choose to end therapy at any time. When possible, I encourage discussing termination so we can reflect on the work and plan next steps.

I may also recommend ending therapy if it no longer appears clinically beneficial, if professional boundaries are repeatedly violated, or if payment obligations are not met.

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7. Confidentiality

Your privacy is protected under Washington State law and the Health Insurance Portability and Accountability Act (HIPAA).

Exceptions to confidentiality include:

- A serious and imminent risk of harm to yourself or others
- Suspected abuse or neglect of a child or vulnerable adult
- Valid court orders, subpoenas, or other lawful requirements

Whenever feasible and appropriate, I will discuss these situations with you before any disclosure occurs.

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8. Breach Notification

If your **unsecured protected health information** is compromised, you will be notified as required by law and provided with information about what occurred, what information was involved, and steps you can take to protect yourself.

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9. Good Faith Estimate (No Surprises Act)

If you are not using insurance, you have the right to receive a **Good Faith Estimate** of expected costs prior to starting therapy and upon request at any time.

More information is available at:
www.cms.gov/nosurprises

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10. Licensing & Scope of Practice

I am a Licensed Marriage and Family Therapist (LMFT) in Washington State. Therapy services may only be provided when you are physically located within Washington at the time of session.

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11. Fees & Insurance

Insurance – Individual Therapy
I am in-network with Aetna and Cigna. You are responsible for any applicable copays, deductibles, or non-covered services.

Out-of-Network – Individual Therapy
$170 per session. Superbills are available for potential reimbursement.

Couples Therapy
$200 per session. Insurance is not billed for couples therapy.

Payment
Payment is due at the time of service. A valid debit, credit, HSA, or FSA card is kept on file for session fees, copays, and late cancellation or no-show charges.

Important Note

These policies are provided for informational purposes only. A complete set of practice policies and the full **Notice of Privacy Practices** will be provided prior to your first session, at which time you will be asked to review and sign them.