



## INTRODUCTION

The following information is provided to inform you of what to expect from the psychotherapy services at Harmony Harbor Counseling, LLC (HHC; also doing business as Harmony Harbor Counseling & Wellness, LLC). Below you will find four sections which describe the following: policies and procedures (Part I), the therapeutic process (Part II), fee for service and health insurance (Part III), and limits of confidentiality (Part IV). HIPAA is the final form. To receive treatment, your signature is required for consent to treatment, acknowledgement of HIPAA, and for your emergency contact. These forms are posted on the website and may be updated, as necessary.

## PART I: POLICIES & PROCEDURES

**HOURS OF OPERATION:** HHC is open Monday through Wednesday from 8AM to 7PM, Thursday from 8AM to 7:30PM, and Fridays from 8AM to 3PM.

**CHECKING-IN:** Once you arrive at HHC, you will find a parking lot around the building, and you may park in any of the spots. We are on the south side of the building or to the right when you are looking at the building. Once you walk through the fairway, we are in Suite 104. Please enter the "Waiting Room" and check-in with the receptionist if you are a new patient. If you are not new, follow the instructions on the tablet to let your counselor know you are here for an appointment. In the case that the front doors are locked, please ring the doorbell and your counselor will know you have arrived. Please help yourself to coffee, tea, and/or water, available in the waiting room. Restrooms are down the left hallway. If the receptionist is not available, please wait patiently after checking in on the tablet- our virtual assistant. Your counselor will be with you as soon as possible. If you need to update payment or contact information, please let the receptionist or your therapist know.

**SERVICES:** The broad vision of HHC is to promote healing and restoration through psychotherapy. HHC provides outpatient psychotherapy for children (newborn and up), teens, adults, couples, and their families. Our day-to-day mission is to provide compassionate, effective psychotherapy with the goal of assisting clients in gaining skills to build a life worth living and healing trauma. HHC specializes in many specific treatment modalities and treats a multitude of conditions.

### APPOINTMENTS:

**Initial Appointment:** Your appointment is a personal commitment between you and your counselor. We may have a waitlist depending on your time/day/person preference and recent demand, but we make every effort to get people in as soon as possible. Appointments are offered in person or by telehealth. A non-refundable deposit of \$50 is required to secure your initial appointment. We will invite you to set up an online portal via email that will allow the sharing of documents. If you choose to attend in person, we still prefer you to complete your paperwork ahead of time as this will help your therapist help you and it is required prior to your first session. Your initial appointment will typically be 55 minutes. The first appointment will determine if you and your counselor are a good fit and begin a biopsychosocial assessment. While it can take more than one appointment to complete an assessment, and accurately diagnosis a patient's condition(s) and identify goals, the first appointment will start this process.

**Ongoing Appointments:** Your follow-up appointment(s) will be set by you and your therapist after your initial appointment.

**Cancellation Policy:** The fee for a no-show or late cancellation (less than 24 hours) is the full fee for the scheduled service. Please be aware that if you are using a Superbill for insurance, insurance will not pay for missed appointments, and you will be expected to pay the full fee. To cancel or reschedule an appointment, you may message your therapist (number will be provided), call (941) 867-0047, or email [support@harmony-harbor.com](mailto:support@harmony-harbor.com). If you do not show up for your scheduled appointment, your counselor will typically call 15 minutes into the session to check on you. At that time, you may determine a time to reschedule your appointment.

\* Please note that service may be discontinued if more than 2 sessions are missed without proper notification.

**Appointment Reminders:** Clients often request reminders for their appointments to avoid missing or having to pay for a missed appointment and to assist with this need, HHC will provide reminder emails and/or texts the day or so before your appointment. Please provide your preferred method of reminders and who you would like to receive them on the Client Information Form.

### FINANCIAL POLICY:

**GFE:** We provide a Good Faith Estimate in accordance with the No Surprise Act of 2022. Please review and sign the GFE Intake prior to your first appointment. Your counselor will review the GFE Treatment Plan within 4 sessions. Each year, rates will increase approximately 3 to 5%.

**Fees:** HHC fees are determined by the provider and the service rendered and range from \$30 to \$250. The clinician charges in quarter hours for calls over 10 minutes in length, email correspondence, reading assessments or evaluations, writing assessments or letters, attending outside meetings, and collaborating with necessary professionals (with your permission) for continuity of care. If a scheduled appointment is missed or cancelled less than 24 hours, a cancellation fee for the full amount of the service will be charged.

**Payment:** HHC accepts exact-amount cash, checks, PayPal, and all major credit cards. You are expected to pay in full at the time of your session. Please be prepared with your check pre-written and/or card ready to pay at the *beginning* of each session so that most of the session can focus on your clinical needs. Also, if you pay by cash, please have the proper amount because HHC does not have cash on hand to provide change. Upon setting up your initial appointment, please let us know if you will need a monthly statement or a receipt. Also, please inform us if you will have a third party paying for your services as this will require a release of information. We require a non-refundable \$50 deposit to secure your initial appointment. You may reschedule this appointment if needed.

**Insurance:** HHC is Out of Network with insurance. Payment is due on the date of service. As a courtesy, we can provide documentation called a Superbill for you to submit to your insurance for possible reimbursement. Please let us know on your initial appointment if you require a Superbill. We encourage you to call and do your own research on your benefits, as we cannot ensure you will receive any reimbursement.



**Auto-bill Option:** To make the payment process easier, place a card on file to be charged on the day of service or within a day or two after the service. This option is especially helpful if you have a third party paying for your treatment. Also, this option is required if you are participating in groups.

**COMMUNICATION BETWEEN SESSIONS:** The main number for HHC is (941) 867-0047. It is our goal to return your call the same day or within 24 hours; however, holidays, vacations, weekends, etc. may delay a return call. Please feel free to email [support@harmony-harbor.com](mailto:support@harmony-harbor.com) for any scheduling changes, billing matters, or any other administrative needs. Please always leave a preferred phone number whether you are leaving a voicemail or an email. Your therapist may provide you with a personal number to contact them. Please be respectful of counselors' time and only message them if necessary and within business hours. In case of emergency, we ask that you reference your crisis stabilization plan, call 911 or go to the nearest hospital, leave a message for your therapist, and we will call you back as soon as possible.

**PHONE COACHING:** If you are a DBT client, you may have a special arrangement with your counselor which provides phone coaching in between sessions. Phone coaching is an additional support offered to clients with the goal of generalizing skills in real time, assisting through a crisis, or addressing interpersonal challenges. As a DBT client, your counselor will explain how this service is provided. We do not have an on-call service and are not available at all hours. Counselors charge in quarter hours for calls over 10 minutes in length. Each counselor will inform you about their availability.

**ELECTRONIC COMMUNICATION POLICY:** There are risks to confidentiality with any electronic modality. Please be aware that electronic communication (i.e., phone, telehealth, email, and text messaging) will only be used with your permission. These types of communication cannot be guaranteed to be confidential although provisions to secure confidentiality (i.e., encrypted portal, HIPAA secure faxing and email, invite-only telehealth sessions, etc.) will be taken whenever possible. Email exchanges, phone calls, and text messages with HHC should be limited to scheduling and changing appointments and billing matters. Please do not email or text about clinical matters as these are not secure ways to contact your counselor and are not therapeutically effective. If you need to discuss a clinical matter, please wait till you are face-to-face with your counselor. We do not provide email or text therapy.

**Texting:** Because text messaging is not secure and at times impersonal, it can be a problematic mode of communication. HHC counselors do not prefer to text with clients, and rather prefer you call the main number (941) 867-0047 or their mobile number and leave a message. Please do not text your counselor with clinical information.

**Social Media:** Your relationship with your counselor is a professional one, therefore HHC counselors will not communicate with or contact clients through social media like Instagram, Twitter, or Facebook. In addition, if an accidental association has occurred and is discovered, the HHC counselor will cancel that online relationship immediately for your protection.

**Websites and Apps:** HHC has a professional website ([www.harmony-harbor.com](http://www.harmony-harbor.com)), Twitter, Instagram, and Facebook page that you are free to access and use as a reference. These sites exist for professional purposes and if you choose to "Like" or comment on something you do so at your own risk and may breach confidentiality. HHC cannot be held liable if someone identifies you as a client. Please do not contact your counselor through any social media site or platform. The online platforms are not confidential and may become part of your medical record. Posts and information on social media are meant to be educational and should not replace therapy.

**SAFETY POLICIES:** There is a first aid kit located on the premises. In case of an emergency, you may exit the office the same way you came in, down the hall, and out the front door. In case of power failure, there are emergency exit signs and lights to follow.

**Infectious Diseases and Universal Precautions:** Please disclose if you have a communicable disease (i.e., HIV, Hepatitis B and C, or TB). To prevent the spread of germs, infections, or diseases, universal precautions are required. Diseases will be reported and disclosed as required by law. Please see our COVID-19 Return to Business Policy & Procedures posted online and sign the Informed Consent for In-Person Services During the COVID-19 Public Health Crisis.

**Weapons, Violence, and Threats:** Do not bring weapons to counseling. No violence or verbal threats will be tolerated. Police will be called immediately.

**Regarding Drugs and Alcohol and Tobacco:** HHC is a drug and alcohol-free environment. Do not bring drugs, drug paraphernalia, or alcohol to your session. Please do not come to your counseling sessions under the influence. Your safety is paramount. If required, proper arrangements will be made for you to leave safely. Emergency services will be called if necessary. HHC and the Live Oak Office Building is a smoke-free environment. Please smoke off the premises of the building property.

**RECORD KEEPING:** Records will be handled in accordance with the law and ethical standards. Records are kept secure and only authorized persons have access to them. Upon completion of treatment, records will be properly stored and disposed of, as required by law.

**TERMINATION AND CONTINUING MAINTENANCE CARE:** Proper termination is a decision made by both client and counselor. When a client properly terminates, meaning they have met their treatment goals and it is decided that it is time to stop care, then the chart is closed, properly stored, and disposed of as required by the law and ethical standards. A client may return to care if determined appropriate by the therapist. For proper termination, HHC typically recommends lessening treatment over time while ensuring progress is maintained. A check-up or "tune-up" appointment may be recommended to reinforce progress over time. If for any reason you abruptly stop treatment, please provide a voice message at (941) 867-0047, to your counselor, or to the administrative support at [support@harmony-harbor.com](mailto:support@harmony-harbor.com), and consider providing feedback as to why you would like to stop treatment. If needed, appropriate referrals will be provided.

**QUALITY IMPROVEMENT:** HHC may periodically seek your feedback throughout the counseling process (i.e., through surveys, verbal discussions in counseling, etc.) to ensure that you are receiving the best care we can provide you. It is our goal to continue to improve our



services. Please offer your feedback at any time. To file a complaint please call (941) 867-0047 or write to Harmony Harbor Counseling, LLC, 2201 Cantu Court, Suite 104, Sarasota, FL, 34232. If you are not satisfied, you may also send a written complaint to the U.S. Department of Health and Human Services. HHC will not retaliate against you for filing a complaint. If you have any questions or concerns about policies and procedures, please discuss them with your counselor in your initial appointment and whenever necessary.

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## PART II: THERAPEUTIC PROCESS

**COUNSELING SERVICES PROVIDED:** At HHC, the staff provide outpatient mental health services for children (newborn and up), teens, and adults, including psychotherapy for couples, families, and groups. A wide range of mental health conditions are treated, from depression and anxiety to bipolar disorder and personality disorders to name a few. HHC Staff are trained in a variety of modalities to treat a multitude of conditions.

**THERAPEUTIC ORIENTATION:** Our staff at HHC functions as a Dialectical Behavior Therapy (DBT) Team and attend a weekly Consultation DBT Team Meeting. Our counselors are interested in the wellness of all aspects of an individual: mental, physical, behavioral, and spiritual. Although many of our clients are interested in the DBT program, not all clients will require or need this treatment modality. As such, a treatment plan is developed for your unique situation. We provide many other treatment options. All staff continually pursue additional training and education.

**BENEFITS/OUTCOMES:** The therapeutic process seeks to meet goals established by all persons involved, usually revolving around a specific complaint(s). Participating in therapy may include benefits such as the resolution of presenting problems as well as improved intrapersonal and interpersonal relationships. The therapeutic process may reduce distress, enhance stress management, and increase one's ability to cope with problems related to work, family, personal, relational, etc. Participating in therapy can lead to greater understanding of personal and relational goals and values. This can increase relational harmony and lead to greater happiness. Progress will be assessed on a regular basis and feedback from clients will be elicited to ensure the most effective therapeutic services are provided. There can be no guarantees made regarding the ultimate outcome of therapy.

**EXPECTATIONS:** For clients to reach their therapeutic goals, it is essential they complete tasks assigned between sessions. Therapy is not a quick fix. It takes time and effort, and therefore, may move slower than you expect. During the therapy process, we identify goals, review progress, and modify the treatment plan as needed.

**RISKS:** In working to achieve therapeutic benefits, clients must take action to achieve the desired results. Although change is inevitable, it can be uncomfortable at times. Resolving unpleasant events and making changes in relationship patterns may arouse unexpected emotional reactions. Seeking to resolve problems can similarly lead to discomfort as well as relational changes that may not have been originally intended. We will work collaboratively toward a desirable outcome; however, it is possible that the goals of therapy may not be reached.

### STRUCTURE OF THERAPY:

- **Intake Phase:** During the first session, therapeutic process, structure, policies and procedures will be discussed. We will also explore your experiences surrounding the presenting problem(s).
- **Assessment Phase:** The initial evaluation may last 2-4 sessions. During this assessment phase, your counselor will be getting to know you and will ask questions to gain an understanding of your worldview, strengths, concerns, needs, relationship dynamics, etc. During this relationship building process, your counselor will be gathering a lot of information to aid in the therapeutic approach best suited for your needs and goals. If you or your counselor determine that you are not the best fit for your therapeutic needs, please talk to your counselor and alternatives or proper referrals will be provided.
- **Goal Development/Treatment Planning:** After gathering background information, we will collaboratively identify your therapeutic goals. If therapy is court ordered, goals will encompass your goals and court ordered treatment goals, based on documentation from the court (please provide any court documents). Once each goal is reached, we will sign off on each goal and you will receive a copy.
- **Intervention Phase:** This phase occurs anywhere from session two until graduation/discharge/termination. Each client must actively participate in therapy sessions, utilize solutions discussed, and complete assignments between sessions. Progress will be reviewed, and goals adjusted as needed.
- **Graduation/Discharge/Termination:** As you progress and get closer to completing goals, we will collaboratively discuss a transition plan for graduation/discharge/termination.

**LENGTH OF THERAPY:** Therapy sessions are typically weekly or biweekly for 55 minutes but may run shorter or longer based on client's needs. It is difficult to initially predict how many sessions will be needed. We will collaboratively discuss from session to session what the next steps are and how often therapy sessions will occur. Some treatment protocols (i.e., RRT and ART) do not require long term treatment commitments. Other treatment protocols, such as DBT, may require a specified time commitment.

- **Lateness:** If you arrive late for your session, it will still end at the scheduled time. Please understand that all counselors will prefer to run on time and usually are punctual, though crises do occur, and a session may require more time than initially expected. In this case, if your counselor is running behind, all efforts will be made to provide you with your full session, or it will be rescheduled.



**TRIAL, COURT ORDERED APPEARANCES, LITIGATION:** Rarely, but on occasion, a court will order a therapist to testify, be deposed, or appear in court for a matter relating to your treatment or case. In order to protect your confidentiality, HHC strongly suggests not being involved in the court. If your provider does get called into court by you or your attorney, you will be charged a fee of \$1200/day to include travel time, court time, preparing documents, etc.

**COPIES OF MEDICAL RECORDS:** Should you request a copy of your medical records; the cost is \$1.00 per page. Payment for your medical records will be due prior to or upon receipt and can be picked up at the office. Please allow at least 2 weeks to prepare medical records.

**RECORDINGS:** Sometimes a client will be encouraged to record a specific part or all of a session for a particular treatment protocol (i.e., mindfulness practice, skill learning, support, etc.) and review it between sessions. You will be encouraged to keep those recordings in a safe and confidential place. At other times, your counselor will ask to audio or video record a part or all of a session for his/her own training and/or certification purposes. These recordings will be performed with your knowledge and consent, are used solely for training/certification, and will remain strictly confidential and protected and properly destroyed.

**IN CASE OF EMERGENCY:** HHC does not provide on-call or emergency services. Your counselor will provide you with a number to contact them after hours and will make every attempt to be available to you as soon as possible should a crisis occur. If you cannot wait for a return call, please call 911 or go to the nearest hospital and your counselor will contact you as soon as possible. Otherwise, you may leave a message on the main number for HHC at (941) 867-0047, send an email to [support@harmony-harbor.com](mailto:support@harmony-harbor.com) or to Dr. Louk Walker directly at [drstacy@harmony-harbor.com](mailto:drstacy@harmony-harbor.com). Here are some additional local resources:

- National Suicide Prevention Lifeline: 1-800-273-8255.
- Bayside Center for Behavioral Health 1650 South Osprey Avenue, Sarasota, Florida 34239: 941-917-7760
- Safe Place and Rape Crisis Center (SPARCC) 24-Hour Crisis Hotline: 941-365-1976
- National Domestic Violence Hotline 24-Hour Hotline: 1-800-799-7233

**VACATION AND OTHER UNEXPECTED ABSENCES:** Periodically, sessions may be briefly interrupted. Counselors may take time off for vacation, seminars, and/or become ill. Attempts will be made to give adequate notice of these events. If your counselor is unable to contact you directly, a colleague may contact you to cancel or reschedule an appointment. If you have an emergency while your counselor is on vacation or unavailable, then please use your crisis stabilization plan, call 911 or go to the nearest hospital. In some instances, or if your counselor will be absent for a longer period, then coverage may be provided by another counselor.

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### PART III: FEE FOR SERVICE & HEALTH INSURANCE

**FEE FOR SERVICE:** Our rates vary by provider and service. We accept Fee for Service, and you can pay by cash, check, credit card, PayPal, Venmo, Zelle, iPay, or Google Pay. Please review the Good Faith Estimate for a breakdown of fees by provider over time.

Fee for Service Advantages:

- You are in control of your care, including choosing your provider, length of treatment, type of service etc.
- Increased privacy and confidentiality (except for the limits of confidentiality).
- Avoids having mental health disorder diagnosis on your medical record.
- Allows for you to consult your provider on non-psychiatric issues that are important to you that aren't billable by insurance, such as learning how to cope with life changes, gaining more effective communication techniques for your relationships, increasing personal insight, and developing healthy new skills.

**USING INSURANCE FOR MENTAL HEALTH CARE:** We are not in-network with any insurance provider. We are considered an out-of-network (OON) provider with insurance. We provide monthly Superbills that you may submit to your insurance company for reimbursement. We cannot guarantee reimbursement. Please call your insurance company directly to find out what will be reimbursed and where to send your Superbills. Insurance will not cover missed appointments or late cancellations and you will be responsible for the full fee of the scheduled service.

- Important: Some psychiatric diagnoses or services are not eligible for reimbursement (i.e., marriage/couples therapy). In the event of non-coverage or denial of payment, you will be responsible for paying for services rendered. Harmony Harbor Counseling reserves the right to seek payment of unpaid balances by collection agency or legal recourse after reasonable notice to the client. Insurance will not cover missed appointments or late cancellations and you will be responsible for the full fee of the scheduled service.
- Pre-Authorization & Reduced Confidentiality: Most health care plans today offer little coverage and/or reimbursement for mental health services. Most require "preauthorization" before you can receive services and often restrict who you can see. Reimbursement may be reduced if you do not see someone on the contracted list. When visits are authorized, usually only a few sessions are granted at a time. Once complete, justification for additional services may be required and potentially cause a delay in treatment. If insurance is requesting information for continued services, confidentiality cannot be guaranteed. Sometimes, additional sessions are not



authorized, leading to an abrupt end of the therapeutic relationship even if goals are not met. Personal information might be added to national medical information data banks regarding treatment.

#### PART IV: CONFIDENTIALITY

Anything said in therapy is confidential and may not be revealed to a third party without written authorization, **except** for the following limitations:

- **Child Abuse:** Child abuse and/or neglect, which include but are not limited to domestic violence in the presence of a child, child on child sexual acting out/abuse, physical abuse, etc. If you reveal information about child abuse or child neglect, your counselor is required by law to report this to the appropriate authority.
- **Vulnerable Adult Abuse:** Vulnerable adult abuse or neglect. If information is revealed about vulnerable adult or elder abuse, your counselor is required by law to report this to the appropriate authority.
- **Self-Harm:** Threats, plans or attempts to harm oneself. Your counselor is permitted to take steps to protect the client's safety, which may include disclosure of confidential information.
- **Harm to Others:** Threats regarding harm to another person. If you threaten bodily harm or death to another person, your counselor is required by law to report this to the appropriate authority.
- **Court Orders & Legal Issued Subpoenas:** If we receive a subpoena for your records, your therapist will contact you so you may take whatever steps you deem necessary to prevent the release of your confidential information. You will be contacted twice by phone. If we cannot get in touch with you by phone, we will send you written correspondence. If a court of law issues a legitimate court order, we are required by law to provide the information specifically described in the order. Despite any attempts to contact you and keep your records confidential, we are required to comply with a court order.
- **Law Enforcement and Public Health:** A public health authority that is authorized by law to collect or receive such information for the purpose of preventing or controlling disease, injury, or disability; to a health oversight agency for oversight activities authorized by law, including audits; civil, administrative, or criminal investigations; inspections; licensure or disciplinary actions; civil, administrative, or criminal proceedings or action; limited information (such as name, address DOB, dates of treatment, etc.) to a law enforcement official for the purpose of identifying or locating a suspect, fugitive, material witness, or missing person; and information that your clinician believes in good faith establishes that a crime has been committed on the premises.
- **Governmental Oversight Activities:** To an appropriate agency information directly relating to the receipt of health care, claim for public benefits related to mental health, or qualification for, or receipt of, public benefits or services when your mental health is integral to the claim for benefits or services, or for specialized government functions such as fitness for military duties, eligibility for VA benefits, and national security and intelligence.
- **Upon Your Death:** To a law enforcement official for the purpose of alerting of your death if there is a suspicion that such death may have resulted from criminal conduct; to a coroner or medical examiner for the purpose of identifying a deceased person, determining a cause of death, or other duties as authorized by law.
- **Victim of a Crime:** Limited information, in response to a law enforcement official's request for information about you if you are suspected to be a victim of a crime; however, except in limited circumstances, we will attempt to get your permission to release information first.
- **Court Ordered Therapy:** If therapy is court ordered, the court may request records or documentation of participation in services. Your counselor will discuss the information and/or documentation with you in session prior to sending it to the court.
- **Written Request:** Clients must sign a release of information form before any information may be sent to a third party. A summary of visits may be given in lieu of actual "psychotherapy/process notes", except if the third party is part of the medical team. If therapy sessions involve more than one person, each person over the age of 18 MUST sign the release of information before information is released.
- **Fee Disputes:** In the case of a credit card dispute, HHC reserves the right to provide the necessary documentation (i.e., your signature on this "Policies and Procedures Form" covers the cancellation policy to your bank or credit card company should a dispute of a charge occur). If there is a financial balance on an account, a bill will be sent to the home address on the intake form unless otherwise noted.
- **Couples Counseling & "No Secret" Policy:** When working with couples, all laws of confidentiality exist. Your counselor requests that neither partner attempt to triangulate me into keeping a "secret" that is detrimental to the couple's therapy goal. If one partner requests that your counselor keep a "secret" in confidence, your counselor may choose to end the therapeutic relationship and give referrals for other therapists as our work and your goals then become counter-productive. However, if one party requests a copy of couples or family therapy records in which they participated, an authorization from each participant (or their representatives and/or guardians) in the sessions before the records can be released.
- **Dual Relationships & Public:** Our relationship is strictly professional. In order to preserve this relationship, it is imperative that there is no relationship outside of the counseling relationship (i.e., social, business, or friendship). If we run into each other in a public setting, your counselor will not acknowledge you as this would jeopardize confidentiality. If you were to acknowledge your counselor, your confidentiality could be at risk.
- **Social Media:** No friend requests on our personal social media outlets (Facebook, LinkedIn, Pinterest, Instagram, Twitter, etc.) will be accepted from current or former clients. If you choose to comment on our professional social media pages or posts, you do so at



your own risk and may breach confidentiality. Your counselor cannot be held liable if someone identifies you as a client. Posts and information on social media are meant to be educational and should not replace therapy. Please do not contact your counselor through any social media site or platform, as they are not confidential and may become part of your medical record.

- **Electronic Communication:** **If you need to contact your counselor outside of our sessions, please do so via phone.**
    - **Clients often use text or email as a convenient way to communicate in their personal lives. However, texting introduces unique challenges into the therapist–client relationship.** Texting is not a substitute for sessions. **Texting is not confidential.** Phones can be lost or stolen. DO NOT communicate sensitive information over text. The identity of the person texting is unknown as someone else may have possession of the client's phone. Phone calls/coaching will be billed in 15-minute increments.
    - **Do not use email for emergencies.** In the case of an emergency call 911, your local emergency hotline or go to the nearest emergency room. Additionally, e-mail is not a substitute for sessions. If you need to be seen, please call to book an appointment. **Email is not confidential.** Do not communicate financial, sensitive medical or mental health information via email. Furthermore, if you send email from a work computer, your employer has the legal right to read it. Email is a part of your medical record. Depending on the nature of the email, you may be billed for the time and attention required to read and respond to via email.
  - **Sessions Outside the Office:** From time to time, clients like to meet in an alternate location (i.e., their home, in public, or somewhere more conducive for them). Your counselor may be able to accommodate this request; however, this can put your confidentiality at risk and there may be additional fees associated with this request.
  - **Professional Consultation/Supervision:** The state requires Student and Registered Interns to receive regular supervision. Further, our staff share information for professional consultation to ensure that you are receiving the best care. Weekly DBT Consultation Team meetings are held to support clinicians in their work. Confidentiality is maintained by all staff members.
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