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PRACTICE POLICIES

RESCHEDULING/CANCELLATION/NO SHOW POLICY

Please remember to communicate any cancellations or reschedule requests 24 hours PRIOR to your scheduled appointment. Your appointment time is reserved and exclusively held for you. Cancelling, rescheduling, or not showing up for your scheduled appointment time WITHIN the 24 hour time frame, regardless of circumstances, will result in a late cancellation/no show fee of \$75. This fee is not covered by insurance and must be paid by the next appointment.

Whenever possible an appointment reminder will be sent to you via email, text, and/or voicemail however, you are responsible for remembering and attending your scheduled appointment.

- Reminders are sent via the Simplepractice platform and can be sent via email, text, and/or voicemail, as identified at intake. Reminders will be sent out 48 hours prior to your scheduled appointment time. For Telehealth appointments, an additional reminder will be sent 10 minutes prior to the start of your scheduled appointment time.
- An appointment will be considered a “no show” when you are 15 minutes late for your appointment. At 15 minutes, the session will be terminated and will result in you will be responsible for the Rescheduling/Cancelling/No Show fee of \$75. At, or after, 15 minutes the provider, Christine Schneider LPC-MHSP, will send you a text or email indicating the missed appointment as well as confirming next scheduled appointment or instructions on how to schedule a new appointment.
- If you cancel/no show more than three times or show a consistent pattern of being unable to attend scheduled appointment times, the provider, Christine Schneider LPC-MHSP, reserves the right to discharge you as a patient.

APPOINTMENTS

The standard meeting time for psychotherapy is 50 minutes. Requests to change the 50-minute session needs to be discussed with the therapist in order for time to be scheduled in advance.

- If you have communicated a delay in arrival to your session and are still in attendance to your appointment, you may lose some of your full 50 minute session time.
- See above for additional information on rescheduling, cancelling, or not showing up for your scheduled appointment

If paying by check, a \$30.00 service charge will be charged for any checks returned for any reason for special handling. If two returned checks are received, Christine Schneider LPC-MHSP, reserves the right to request future payments be made by credit card.

PAPERWORK POLICY

Paperwork such as, but not limited to, FMLA paperwork, Disability forms, Letters, School forms, medical requests, etc., requested to be completed by the provider, will be subject to a \$25 fee not covered by insurance. Should any requested paperwork take over 30 minutes to complete, the fee incurred will be \$50, rounded up to the half hour.

Any fee that a form requires from the provider (such as, but not limited to, an application fee, notary fee, etc.), will be an additional charge, to the above noted fees.

TELEPHONE ACCESSIBILITY

If you need to contact me, the provider, Christine Schneider LPC-MHSP, between sessions, please leave a message on my voice mail. I am often not immediately available; however, I will attempt to return your call within 24 hours (subject to additional fees, as outlined below). Please note that Face- to-Face sessions are highly preferable to phone sessions. However, in the event that you are out of town (and, in good faith, within Tennessee state lines), sick or need additional support, phone sessions are available. If a true emergency situation arises, please call 911 or any local emergency room.

AFTER-HOURS/ADDITIONAL CALL/TEXT POLICY

Calls or Texts made to the provider after normal business hours or made outside an hour window before and after your scheduled appointment time, are subject to the following fees due at the next session: \$0 for the first 15 minutes, \$15 per each additional 15 minutes, rounded up to each quarter-hour. Texts are subject to the same policy.

ELECTRONIC COMMUNICATION

I cannot ensure the confidentiality of any form of communication through electronic media, including text messages, due to the nature of technology.

- My email communication via Gmail is in no way secure or HIPAA compliant
- Secure messaging within the Simplepractice platform is secure and HIPAA compliant
- Texting, calling or leaving a voicemail is secure and HIPAA compliant

If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, I will do so. While I may try to return messages in a timely manner, I cannot guarantee immediate response and request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies.

Services by electronic means, including but not limited to telephone communication, the Internet, facsimile machines, and e-mail is considered telemedicine by the State of California. Under the California Telemedicine Act of 1996, telemedicine is broadly defined as the use of information technology to deliver medical services and information from one location to another. If you and your therapist chose to use information technology for some or all of your treatment, you need to understand that: (1) You retain the option to withhold or withdraw consent at any time without affecting the right to future care or treatment or risking the loss or withdrawal of any program benefits to which you would otherwise be entitled. (2) All existing confidentiality protections are equally applicable. (3) Your access to all medical information transmitted during a telemedicine consultation is guaranteed, and copies of this information are available for a reasonable fee. (4) Dissemination of any of your identifiable images or information from the telemedicine interaction to researchers or other entities shall not occur without your consent. (5) There are potential risks, consequences, and benefits of telemedicine. Potential benefits include, but are not limited to improved communication capabilities, providing convenient access to up-to-date information, consultations, support, reduced costs, improved quality, change in the conditions of practice, improved access to therapy, better continuity of care, and reduction of lost work time and travel costs. Effective therapy is often facilitated when the therapist gathers within a session or a series of sessions, a multitude of observations, information, and experiences about the client. Therapists may make clinical assessments, diagnosis, and interventions based not only on direct verbal or auditory communications, written reports, and third person consultations, but also from direct visual and olfactory observations, information, and experiences. When using information technology in therapy services, potential risks include, but are not limited to the therapist's inability to make visual and olfactory observations of clinically or therapeutically potentially relevant issues such as: your physical condition including deformities, apparent height and weight, body type, attractiveness relative to social and cultural norms or standards, gait and motor coordination, posture, work speed, any noteworthy mannerism or gestures, physical or medical conditions including bruises or injuries, basic grooming and hygiene including appropriateness of dress, eye contact (including any changes in the previously listed issues), sex, chronological and apparent age, ethnicity, facial and body language, and congruence of language and facial or bodily expression. Potential consequences thus include the therapist not being aware of what he or she would consider important information, that you may not recognize as significant to present verbally the therapist.

SOCIAL MEDIA

Due to the importance of your confidentiality and the importance of minimizing dual relationships, I do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). I believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. Should you request connection electronically via a social media platform, I will not respond to the request. If you have questions about this, please bring them up when we meet and we can talk more about it.

MINORS If you are a minor, your parents may be legally entitled to some information about your therapy. I will discuss with you and your parents what information is appropriate for them to receive and which issues are more appropriately kept confidential.

TERMINATION

Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. I may terminate treatment after appropriate discussion with you and a termination process if I determine that the psychotherapy is not being effectively used or if you are in default on payment. I will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If therapy is terminated for any reason or you request another therapist, I will provide you with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.

Should you fail to schedule an appointment for three consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, I must consider the professional relationship discontinued.