

PRACTICE POLICIES & PROCEDURES

Services

Individual and couple sessions are 50, 75 or 100 minutes in length. Length of time is agreed upon in advance. Group sessions are 90 minutes in length.

Phone Calls

There is no charge for brief phone calls. For calls lasting more than 15 minutes there will be prorated charge. Phone calls will be returned during normal business hours, 9-5 M-F.

Confidentiality

According to federal and state law (Health Information Portability and Accountability Act – HIPAA), information given to your mental health provider is considered privileged and cannot be revealed to others without your written consent, except for reasons specified in the Notice of Privacy Practices (attached). The parent or legal guardian is responsible for releasing mental health information regarding minors.

Payment

Payment is due at each session. Receipt of services is offered at each session. Cash, check, or credit card (MasterCard & Visa) is accepted as payment. Checks should be made payable to **Jackie L. Stout, LLC**. All missed appointments and all returned checks plus a returned check fee of \$25 will be automatically charged to your credit card. Please check with your plan regarding out-of network reimbursement.

Appointments and Cancellations

Once an appointment is made it has been reserved solely for you. Our availability and continuity in our work together is crucial for the effectiveness of your treatment. Should you need to cancel an appointment, at least **48 hours cancellation notice is required**. Clients will be charged the full cost of the session for any missed appointments without prior notification.

Termination of Treatment

Under usual circumstances you and your therapist will decide together when your goals have been met, and whether it is time to terminate therapy. You are free to terminate therapy at any time. However, you are encouraged to tell your therapist if you are considering terminating and to come in for a final session. Your therapist reserves the right to terminate therapy if you do not comply with her recommendations in such a way that you put yourself or others at risk or such that your therapist believes she cannot be of further help to you.

Emergency Contact

This practice is **not a crisis center** and does not maintain an emergency contact number. If you believe that you are having an emergency where there is imminent risk of harm to yourself or someone else you should use 24-hour emergency services available in your community.

Medicare

This practice has opted-out of the Medicare Program and is not a Medicare provider. The client agrees not to submit a claim nor will the provider submit a claim to Medicare or to any Medi-Gap program and agrees that neither Medicare's fee limitations nor any other Medicare or Medi-Gap reimbursement regulations apply to charges for services provided to client. **Clients 62 years old and older must review and sign a Medicare opt-out form available on the website.**

Legal Representation

Information discussed in therapy is for therapeutic purposes and is not intended for use in any legal proceedings. Therefore, therapists in this practice do not participate in any legal proceedings unless subpoenaed. Please discuss with your therapist at the outset if you are or may be involved in any court proceedings. If subpoenaed by any party, representation or testimony for court hearings or other legal proceedings, in person or in writing, will follow HIPAA guidelines and you agree to pay for any and all charges starting with a charge of \$2000 per day for any part of an eight-hour day (not including travel and accommodations). For any time in excess of the eight hours in any one day will incur a charge of \$400 per hour with a minimum charge of \$400. Any other related expenses will also be billed at \$400/hr. If your therapist believes he/she requires legal counsel, you will be billed for that at cost. Requests/subpoenas must offer a minimum of two weeks notice and daily fees must be paid in advance directly to **Jackie L Stout, LLC**.

Animal-Assisted Therapy (AAT)

This practice includes AAT as part of its services. AAT is designed to promote improvement in human physical, social, emotional, and/or cognitive functioning. If you have any questions regarding the benefits of AAT, please speak with your therapist. **Please be advised that in connection with AAT services, we have a dog present on our premises. If you suffer any animal related allergies or have any medical issues that would negatively affect your participation in therapy where AAT is conducted, please notify your therapist immediately.**