

Compass Counseling & Consulting, LLC. — Holly Morseman, MA, LPC — (503) 902-5057
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PRACTICE POLICIES

APPOINTMENTS AND CANCELLATIONS:

To avoid being charged, please remember to cancel or reschedule your appointments **in the client portal** at least 24 hours in advance. You will be responsible for the entire appointment fee if cancellation is less than 24 hours or you miss your appointment entirely. Your card on file will automatically be charged on the day of your missed or late-canceled/rescheduled appointment. If there are problems with your payment, an invoice will be sent to the email/ mailing address you have on file. Please note, future appointments cannot be reserved until your balance is paid in full, unless other prior arrangements have been discussed with your therapist.

I do not bill clients' health insurance directly, however, you may be able to seek reimbursement for all or part of the cost of therapy. In this situation, you are expected to pay up-front at the time of service, and will be given a receipt of services rendered that can then be submitted to your insurance company for reimbursement. Keep in mind that many insurance plans will not cover therapy unless there is a billable diagnosis (e.g., depression, generalized anxiety disorder, PTSD, etc.). If you are wanting to work on areas such as personal growth, relationships, school/career difficulties, etc. that are not connected to a billable diagnosis, your treatment may not be covered. You are wholly responsible for seeking such reimbursement, requesting receipts of service to submit for potential reimbursement, and are encouraged to discuss this with your insurance company prior to scheduling an appointment.

The standard meeting time for psychotherapy is 45-50 minutes. It is up to you, however, to determine the length of time of your sessions. Requests to change the length of your session need to be discussed with the therapist for time to be scheduled in advance. Extended sessions will be prorated as partial sessions.

APPOINTMENT TEXT MESSAGE/EMAIL REMINDERS:

In the client portal, you can enable text message and/or email appointment reminders, which should arrive approximately 24 hours before your appointment. These reminders are simply a courtesy, and you are still responsible for canceling/rescheduling your appointment with 24 hours advance notice, even if you receive a reminder within less than 24 hours of your appointment time, or you do not receive one altogether. It is important for you to not completely rely on the appointment reminders, and to also keep track of your appointments yourself.

TELEPHONE ACCESSIBILITY

If you need to contact me between sessions, please leave a message on my voicemail, or send me a secure message through the client portal. Please keep in mind that I am often not immediately available; however, I will attempt to return your call/reply to your messages within two business

days (Monday-Thursday). If a true emergency situation arises, please call 911 or any local emergency room.

ELECTRONIC COMMUNICATION

I cannot ensure the confidentiality of any form of communication through electronic media, including text messages and such forms of communication should only be utilized when other, more secure forms (i.e., phone call, portal message) are not available. While I try to return messages in a timely manner, I cannot guarantee an immediate response, and request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies. If you would like to discuss therapeutic content outside of therapy, please inform me and HIPAA-complaint communication can be arranged. Extensive texting/emailing/calling outside of therapy will be prorated as partial sessions and will automatically be billed to the card on file.

SOCIAL MEDIA AND TELECOMMUNICATION 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. If you have questions about this, please bring them up when we meet and we can discuss them further.

CONTACT OUTSIDE OF THERAPY

I cannot guarantee my availability outside of business hours: Monday-Thursday 9 AM-7:00 PM (excluding holidays). I will do my best to respond to your calls, portal messages, etc. within two business days (Monday-Thursday), though I am often able to get back to clients quicker than that. Keep in mind that sometimes technology fails and messages do not arrive where/when they are supposed to. If you do not get a response from me within two business days, you may need to reach back out. Please keep in mind that therapists are required to maintain their own mental health to be effective and helpful with clients. With that said, it is important for me to have work-life balance and disconnect from technology frequently. This means that I am often unreachable in the evenings and on the weekends. It is important for you to have a plan for how to receive additional support during these times, which we can discuss further in therapy.

If we see each other out in public, due to confidentiality and health privacy laws, I am not permitted to approach you or indicate that I know you in any way. However, *you* are welcome to approach me and initiate contact. In such situations, please keep your privacy in mind and consider the possible unintended consequences of openly making contact with your therapist in public.

MINORS If you are a minor, your parents/guardians may be legally entitled to some information about your therapy. I will discuss with you and your parents/guardians 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 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 six consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, I must consider the professional relationship discontinued. The professional relationship can resume once you begin attending therapy again.

BY CLICKING ON THE CHECKBOX BELOW I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.