

IF YOU ARE HAVING AN EMERGENCY, GO IMMEDIATELY TO YOUR NEAREST HOSPITAL EMERGENCY ROOM AND/OR CALL 911.

NOTE: The primary document explaining Tele-Mental Therapy is the Tele-Mental Behavioral Therapy Informed Consent document. This document addresses general policies of Thrive Counseling & Consulting, PLLC.

Arrive at or log in for your appointment on time. For appointments in person, you need to check in downstairs with the receptionist; just have a seat in the waiting area. Once your paperwork is complete, you will be directed to the appropriate area and your therapist will come and get you when your appointment starts. Please do not enter the therapist's office earlier than your appointment, even if you see their door open. For Tele-Mental Therapy appointments, please communicate directly with your therapist when you are prepared to log in, and log in at the scheduled time.

Your appointment will end on time. The next person must start their appointment on time too!

Insurance generally pays for 2 sessions per week. Please talk to your therapist if you want to increase or decrease your number of sessions per week.

If you can't make an appointment, tell your therapist, so he/she can take you out of the calendar. Please inform your therapist in advance, so that we may provide that time slot to someone who is in need of the slot.

**Please note the cancellation policy that you signed. You must give your therapist 24-hour notice if you will not be at your appointment, or you will be taken out of the calendar. You can start appointments again after you pay a \$40 fee.*

The parking outside the building is open parking.

Once scheduled in your therapist's calendar, you should receive a courtesy reminder text a few hours before your appointment. This system experiences occasional errors, so please do not let this be your only method of remembering your appointment.

The first time you are scheduled with your therapist, you will receive their appointment card and contact information. We suggest you save this information in your phone, so that you will have easy access.

You can contact your therapist via text or email. (Most therapists prefer text.) This is only for appointment scheduling issues. This is not for therapy or interventions.

If you need to see your therapist right away, text them to see if they have an opening the same day. It is possible that your therapist had a cancellation that day and has an opening to see you (thanks to someone else who let them know in advance that they needed to cancel!).

Please feel free to refer your friends and relatives to Thrive Counseling & Consulting, PLLC. They can call the main number, 910.483.5884, and we will be happy to discuss how we can help them!

Appointments must be cancelled at least 24 hours in advance.

- **Your insurance company will not pay for a missed session.** In order for us to continue providing services to those who need them, ALL appointment times must be filled with only those who desire to be at their appointment at the designated time.
- No-shows and last-minute cancellations mean that we are unable to fill that time slot with another client who may be waiting for an opening.
- **If you don't show up or fail to log in for an appointment, or if you call to cancel at the last minute, there is a \$40 fee. (REAL EMERGENCIES ARE AN EXCEPTION).** If this happens more than once, your therapist may decide to take you off the "standing" (same appointment day/time every week) schedule so that someone else may have that time slot.
- If you experience difficulties with the login process for a Tele-Mental Therapy session, please call your therapist for instructions on how to proceed. Should technical issues prevent the session from going forward at the scheduled time, you will not be charged the missed appointment fee.

- **Please do not schedule an appointment if you aren't sure you can be there. Just call back to reschedule when you know for sure.**
- If you know ahead of time (days, weeks, etc.) that you will be unable to attend or log in for your standing appointment, please let your therapist know right away so they can make that time available to someone else.

If you are having an emergency:

- Text your therapist to see if they have an available opening the same day.
- If you can't wait, and it is the kind of emergency where there may be harm caused to yourself, your child, or someone else, go to your nearest local hospital emergency room and/or call 911.

Your treatment is confidential and is shared with no one without your written consent. (For children, no information is shared with others without Parent/Guardian's written consent.) There are four exceptions to this rule:

- An underage client is identified to be a danger to themselves or others. The parents will be informed. (Some children prefer to talk to the therapist alone at times; please be assured that you will be informed if your child is suicidal or is wanting/planning to hurt someone else.)
- An adult client is identified to be a serious danger to him/herself or other.
- Information is required to be released by a legal/appropriate subpoena or court order.
- Suspected abuse/neglect of a minor/elder/incompetent adult. DDS will be informed.

If your child is currently or soon to be involved in a custody or court case or if you suspect sexual assault or physical abuse, please notify the office immediately.

Authorizations:

- Please familiarize yourself with the coverage and authorization procedures of your insurance company's Behavioral Health Services, including criteria for continued services.
- Thrive Counseling & Consulting, PLLC will take care of all authorizations for you. Please be assured we will only provide the basic information necessary for this procedure. If you have concerns about this process, please discuss it with your therapist.
- Tricare clients who see an LPC (Licensed Professional Counselor) at Thrive need an initial Doctor Referral. Please discuss with the intake therapist if you have any questions.

From all of us at Thrive Counseling & Consulting, PLLC: Thank you for allowing us the opportunity to serve you!