

# Wildflower Mental Wellness

## PRACTICE POLICIES

### APPOINTMENTS AND CANCELLATIONS

At Wildflower Mental Wellness, we strive to make the best use of your time and therapy sessions. It is important that your time in therapy is respected for you to get the most out of your treatment and therapy goals. These policies are put into place to ensure that both you and your therapist have the space to focus on your treatment needs.

The standard meeting time for psychotherapy is 45-55 minutes. It is up to you, however, to determine the length of time of your sessions. Requests to change the session time needs to be discussed with the therapist in order for time to be scheduled in advance. You have the ability to schedule future appointments within the range of the therapist's work hours at the end of each session. If you choose to have a shorter session time during session, you will be responsible for the fill fee of your contact. All clients agree to have a form of payment, in the form of a debit/credit, HSA card, on their file with Wildflower Mental Health. Payment will be processed within 2 business days of services. Balances may not be transferred over between sessions unless otherwise agreed upon between client and clinician. Please attempt to attend your scheduled therapy session on time. If you are more than 15 minutes late to your scheduled session, your therapist will reach out to you in the form of an email, text, or phone call or Spruce message. If you are not available at this time, please reach out to your therapist when you are available to inform them when/if you would like to reschedule. If you do not show for two consecutive sessions, or you do not show for a session in 15 days, which ever comes first, without contacting your therapist and prior communication, this may be grounds for an automatic discharge.

Please attempt to attend your scheduled appointment. If you are not able to do so, please make your therapist aware of this as soon as possible, preferably within a 48-hour window. Providing this time to let your therapist know that you will not be in attendance will provide your therapist the opportunity to help another client in lieu of your absence.

Please note that you will not be penalized for not attending scheduled sessions or cancelling sessions outside of this 48-hour window. As much as your provider would like to provide you with support, life happens sometimes. We get it!

If you do not show to an appointment, your therapist will reach out to you to confirm your wellbeing and safety. If you do not communicate with your therapist after you do not show for an appointment and do not have a future appointment scheduled, your therapist will send you an email to check in and provide opportunity to schedule a future appointment. If there is no communication between you and your therapist within that 15 day period after a no show, a discharge will ensue and referrals will be provide via email. If you do not have a session scheduled within 30 days from your pervious session, unless agreed upon between you and your provider, this may be grounds for discharge and referrals will be provided for a therapist that may better meet your needs.

### TELEPHONE ACCESSIBILITY

If you need to contact your therapist between sessions, please leave a message on via voicemail or message on Spruce. Your therapist is often not immediately available, however, will attempt to return your call/message within 24 business hours. Contact between sessions is not meant to be additional therapy-

please reach out to your provider to schedule an appointment if you are in need of additional support. Please note that face-to-face sessions are highly preferable to phone sessions, however, in the event that you are sick, have technical challenges, or need additional support, phone sessions are available. If a true emergency situation arises, please call 911 or any local emergency room.

## **SOCIAL MEDIA AND TELECOMMUNICATION**

Due to the importance of your confidentiality and the importance of minimizing dual relationships, your therapist does not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). Your therapist believes 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 talk more about this topic.

Wildflower Mental Wellness has a business Facebook page. Disclaimer for Facebook page: [This] Facebook page is not a replacement for medical, clinical, professional advice, diagnosis, or medical intervention and is used for educational purposes only. No information in Amanda Ruechel MSW, APSW is intended to establish a therapist-patient relationship, nor to replace the services provided through Wildflower Mental Wellness

## **ELECTRONIC COMMUNICATION**

Your therapist cannot ensure the confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or Spruce messaging for issues regarding scheduling or cancellations, your therapist am willing to do so. While your therapist may try to return messages in a timely manner, your therapist 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, Spruce, and e-mail is considered telemedicine. 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 they would consider important information, that you may not recognize as significant to present verbally the therapist. Please communicate, to your ability, things that your therapist should be aware of.

## **MINORS**

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

## **PAPERWORK**

We totally understand that completing this paperwork is taxing and to stay in compliance and to have updated information, we ask that all paperwork be complete/updated on a yearly basis, or as needed if there are changes. If there is any support you need to help complete paperwork, please do not hesitate to ask.

## **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. Your therapist may terminate treatment after appropriate discussion with you and a termination process if your therapist determines that the psychotherapy is not being effectively used, you are in need of a higher level of care, or if you are in default on payment. Your therapist 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, your therapist 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.

At any time you feel that you and your therapist are not a good fit, please connect with your therapist about your concern and desire to discharge. Wildflower Mental Wellness is open to constructive feedback and want to do the best to support you and your needs-whether this is with our therapists or to provide referrals to a therapist that may better meet your needs.

Should you not attend an appointments for two consecutive sessions without any communication, unless other arrangements have been made in advance, for legal and ethical reasons, your therapist must consider the professional relationship discontinued.

I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.

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Signature

Date