

# Practice Policies

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## PRACTICE POLICIES

### Appointments and Scheduling

Each therapy appointment is scheduled for an hour block of time and typically lasts anywhere between 45 and 55 minutes. You are responsible for coming to your session at the time scheduled. If you are late, the session will still end on time.

I currently offer two different arrangements for scheduling.

1. **Recurring appointment scheduling.** This is recommended for clients who are currently working toward treatment goals as my therapeutic approach depends on regular, consistent contact between therapist and client. For this scheduling arrangement I require a weekly commitment and allow for 3 free cancellations per year. Any cancellations beyond the 3 allowed per year will incur a \$90 cancellation fee (or full appointment fee, whichever is lower) regardless of the reason for cancellation. By paying this fee, you are ensuring that the weekly time slot remains available to you and cannot be

offered as a weekly appointment time to other clients. Cancellation fees are not billable to insurance and so this represents an out of pocket cost. In the event that you are unable to attend your regular appointment, you have the option to reschedule to another time during the same week if I have availability or to have a telehealth appointment in lieu of an in-person appointment at your regularly scheduled time at no additional charge. If you don't show up to your appointment without giving notice or request to cancel after the start time of your appointment I will charge a \$90 cancellation fee regardless of whether or not you have used your 3 free absences per year. My absences do not count toward your 3 free absences per year. I take vacation leave a few times per year and observe major holidays. I will inform you in advance of all my planned absences.

- 2. Week by Week Scheduling.** This is recommended for clients who have achieved their treatment goals and are in the maintenance phase of treatment. In this arrangement, I will not reserve a consistent time slot for you each week but instead will allow you to schedule appointments on a week-by-week basis online in your client portal up to 2 weeks in advance. In addition, I require at least 24 hours' notice of cancellation and all appointments cancelled within 24 hours will incur a \$90 cancellation fee (or full appointment fee, whichever is lower). If you would like to elect this option, please let me know. Please note that an appointment that suits your scheduling needs may not be available each week with this option.

## Telehealth Services

I currently offer telehealth services (therapy by phone or video conference) on a case-by-case basis. It is important for you to know the benefits and risks associated with this. Some of the benefits may include convenience of scheduling and increased access to services. Some of the risks are that there is little research on the effectiveness of telehealth services for certain populations and modalities (though the research that is currently available is promising), increased risk to the security and confidentiality of your health information, and the possibility of technology failure.

Currently I am able to provide telehealth services to individuals who are located in Washington State at the time of service and I provide these services using a secure video conferencing service called Doxy. If you are interested in telehealth services, let me know and we will discuss whether this may be a good fit to address your treatment goals. In addition, I offer telehealth appointments to clients who normally receive office appointments when they would otherwise need to cancel due to illness or other conflicts.

If we are in the middle of a telehealth appointment and experience technology failure (i.e., the connection is lost or significantly distorted), I will make attempts to restore the connection. If the connection cannot be restored, I will contact you by phone at the contact number you provided and will continue the session by phone call. I do not reimburse any portion of the fee due to technology failure.

## Contact Between Sessions

If you need to contact me between sessions, please leave a message on my voice mail, or contact me through secure messaging available in your Client Portal. Please note that while I try to return all correspondence in a timely manner, I cannot guarantee immediate response and therefore request that you do not contact me to request assistance for emergencies. If a true emergency situation arises, please call 911, the King County Crisis Line at 1-866-427-4747, or any local emergency room. Please also contact me after contacting emergency services and leave a message if I am not available.

## Electronic Communication

If you wish to have me communicate with you via e-mail or text message, please be aware that I cannot guarantee that information transmitted by email/text message will not be intercepted or read by other parties. Due to this, I encourage you to use email and text for only scheduling or other administrative purposes or to use the secure messaging feature in the Client Portal. If you choose to communicate with me via email or text you are acknowledging and consenting to the limitations to confidentiality inherent in these forms of communication.

## 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, Instagram, Snap Chat, 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 talk more about it.

## 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, if you are not consistent in your attendance (I require all active clients to attend sessions at a minimum of once per month), 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. You may also request to end therapy at any time. I will encourage you to discuss the reasons for ending therapy with me in session so we can both achieve some closure and make sure you have the support you need. 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 on request. You may also choose someone on your own or from another referral source.

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

