**Practice Policies**

**Provider info**

**Name:**

Tamara Pacheco, LCSW; Suriel Therapy Co.

**Email:**

admin@surieltherapyco.com

**Phone number:**

(727) 354-8020

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**Appointments and Cancellations**

Appointments are scheduled in advance, at a cadence we agree on, based on your goals, treatment needs, and our mutual availability. Sessions typically last between 50-60 minutes and are conducted via telehealth. Payments for each appointment will be made through Headway by debit or credit card or ACH transfer.

You may cancel appointments in advance without charge prior to 24 hours of the start of the appointment. For appointment no-shows or last-minute cancellations, you may be charged a fee. Arriving more than 15 minutes late may result in cancellation and subject to late-cancellation policy or a shortened session. Please reach out to me directly for my latest policy on the cancellation cutoff period and fees.

**Availability and After-Hours Emergencies**

I check for voicemail messages during normal business hours. Messages left outside of normal hours of operation will be picked up the next business day. If you are experiencing suicidal or homicidal thoughts, are in crisis, or need immediate help, please call 911 or go to the nearest emergency department. If you need to speak with a Crisis Line, please contact the National Crisis Line at 988.

**Contacting Me**

I am often not immediately available by telephone. I do not answer my phone when I am with clients or otherwise unavailable. At these times, you may leave a message on my confidential voicemail and I will return your call once I’ve reviewed your chart, but please allow up to 48 business hours for non-urgent matters. I will make every attempt to inform you in advance of planned absences, and provide you with alternative resources if needed. If I need to cancel an appointment at the last-minute, I will reach out as soon as possible and reschedule.

**Confidentiality**

All information shared is confidential, with exceptions including:

* Suspected abuse/neglect of minors, elders, or dependent adults
* Threats of serious harm to self/others
* Legal subpoena or court order
* Other legal obligations

**Telehealth Guidelines**

Please ensure a private, quiet space with a stable internet connection. Please note that services can only be rendered to clients physically located in the state of Florida. Please alert your provider if you plan to travel or be out of state. Your provider will verify your physical location at the start of every session to ensure compliance and safety of the client.

If you are interested in Eye Movement Desensitization and Reprocessing (EMDR) therapy, it is encouraged to use a laptop or tablet with corded headphones for those sessions. Please communicate with your provider if this is a barrier to discuss options.

**Therapeutic Process**

While I understand you may choose to work with Suriel Therapy Co. for a specific therapeutic intervention, please note that use of a specific intervention is determined based on the mutually discussed goals of therapy, client’s ability to participate and withstand the interventions, and therapists clinical judgement.

**Discharge Process**

There are several reasons why we may eventually end our professional relationship. You may decide you would prefer to work with a different provider. I may reach the conclusion you would be better served working with someone else. Regardless of the case, I will first discuss with you the reasons for discharging, and if you request, provide you with a list of other qualified providers. I will also extend the discharge process length if necessary based on your treatment needs, including continuing to provide emergency support for a time-limited period after you have been notified of the end of our treatment relationship.

Please note that ongoing failure to pay for treatment, attend sessions, or communicate with me in a respectful and timely manner can also result in discharge from my practice. In these instances, to ensure you have continued access to care, I will still make every reasonable effort to get in touch with you and provide referrals to a new provider before I consider our relationship ended.

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