



## **PRACTICE POLICIES**

### **Appointments and Cancellations**

Appointments are scheduled directly with your therapist at a day and time agreed upon by both parties. A recurring day and time may be available if discussed, but cannot always be guaranteed. Payments for each appointment can be made through the identified platform by debit card or ACH transfer. All appointments are 55 minutes, unless otherwise discussed and agreed upon. Additional fees may be incurred for longer sessions.

My current rates for self-pay and no-show/late cancellations are as follows, unless otherwise discussed and agreed upon in writing:

### **Individual Therapy**

Intake: \$155

Follow-up/Ongoing: \$125

You may cancel appointments in advance free of charge, provided you give me at least 24 hours' notice. Appointments cancelled within 24 hours of the session start time will be marked as "late cancelled," and you, the client, will be responsible for the full session fee (see above for fees). Appointments cancelled prior to the 24-hour mark will incur no charge. Therapists reserve the right to terminate the therapeutic relationship if clients frequently cancel or no-show appointments.

For appointment no-shows, you will be charged the full session fee (see above for fees, unless an alternate fee has been agreed on in writing). To cancel, please contact your therapist directly via text message or phone call at 727-354-8020 for timely cancellation.

If you are utilizing insurance, insurance companies will not cover the cost of late cancellations or no-show fees, and you, the client, will be responsible for all accrued cancellation/no-show fees. If your card is declined for session fees or late cancellation/no-show fees, I reserve the right to postpone or discontinue continued services until all outstanding balances are paid. Balances not paid in a timely manner may result in termination and/or further collection actions.

While rare, if for any reason I must cancel the session, I will provide as much notice as possible, and no fee will be incurred for you, the client. I will do my best to assist with rescheduling you in a timely manner.



### **Virtual/Web-Based Sessions**

I currently only offer psychotherapy virtually (via a secure online video-calling platform). The main benefit to virtual psychotherapy is that the limitations imposed by geographical distance and travel times are greatly reduced or eliminated. Some of the downsides to virtual psychotherapy include that some information is lost when conducting therapy via video conferencing services (e.g. body language); internet connection problems or low internet speeds may cause interruptions in the session or result in reduced audio or video quality; and additional precautions may need to be taken to ensure privacy and confidentiality (e.g. making sure nobody around you can hear what you're discussing during the session). As a general rule, I do not conduct psychotherapy sessions over the phone.

I am able to provide all identified modalities via virtual platforms. I will inform you, the client, of any needed items/equipment to ensure effective implementation (e.g. corded headphones for EMDR). If there are any barriers to obtaining any needed equipment, please alert me as soon as possible for exploration of alternative options.

### **Availability and After-Hours Emergencies/ Crisis Management**

I check for voice mail messages during normal business hours. Messages left outside of normal hours of operation will be returned within 24 business hours. 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**

If you need to contact me, I can be reached by phone/text message at 727-354-8020 or by email at [admin@surieltherapyco.com](mailto:admin@surieltherapyco.com). You may also contact me via secure message through the Headway or Alma portal. If I am not immediately available, I will do my best to get back to you within 24 business hours. I am not available to provide crisis support, and in such cases, I will recommend that you contact a crisis support service (National Crisis Hotline: 988 or emergency services: 911) or go to your nearest hospital emergency room.

Note that communications sent via text, email, or other web-based services are not as secure as communications conveyed in session or via phone. As such, I do not recommend that you send me extensive personal information via email or text message, as the security and confidentiality of this information cannot be guaranteed.



As a general rule, I do not form or maintain relationships with clients or former clients outside of the professional relationship involved in the provision of psychotherapy services. This includes on social media, wherein I will not elicit or accept social media contact of a personal nature. I do have a social media presence, both personally and professionally. In the event of incidental contact outside of therapy (e.g. if we ran into each other in a public place or you come across my social media profiles), I would leave it up to you to decide whether or not you'd like to initiate contact in order to respect your rights to privacy and confidentiality. Please note, the contact will maintain professional boundaries as identified. I will not disclose details of our professional relationship or information discussed in your sessions via social media or any other methods.

### **Confidentiality and Consultation**

As a Licensed Clinical Social Worker in the state of Florida, I am bound by Florida Statute 491.0147. I am also licensed in South Carolina and bound by SC Code § 19-11-95 (2024). In accordance with these statutes/codes, information obtained in therapy sessions will NOT be disclosed to any person(s) or agencies without your written permission, with limited exceptions listed below. For minors under the age of 18, your parent(s) or legal guardian(s) may have access to your records and may authorize release to other parties.

Your counselor has an ethical and legal obligation to break confidentiality under the following circumstances:

1. If there is a reason to believe there is an occurrence of child, elder, or dependent adult abuse or neglect.
2. If there is reason to believe that you have serious intent to harm yourself, someone else, or property by a violent act you may commit.
3. If you disclose that you knowingly develop, duplicate, print, download, stream, or access through any electronic or digital media or exchanges, a film, photograph, video in which a child is engaged in an act of obscene sexual conduct.
4. If you introduce your emotional condition into a legal proceeding.
5. If there is a court order for the release of your records.

Upon signing of this agreement, you authorize Suriel Therapy Co. and its employees to discuss information about your case in confidence, without revealing your identity, with other mental health professionals for the purpose of consultation and providing you the best possible service. If you would like to request that your case not be discussed in consultations at any point, please



submit, in writing, this request to your therapist for proper documentation. All requests will be respected and handled appropriately. For questions or concerns on this matter, please inquire with your therapist directly.

### **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. I will request a final discharge session to address any lingering questions, obtain appropriate discharge information, and provide discussed referrals.

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.