

Laura Pelton-Sweet, LPC

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Office Policies

This document outlines my office policies concerning scheduling and canceling, late or “no show” sessions, payments and insurance, and use of email, text messages, social media, and the internet. If you have questions about any of these policies, I encourage you to bring them up when we meet. If I ever update this document, you will be informed in writing, and given a written copy of the updated policy. Please read this document entirely, initial each item, then sign and date the signature page.

SCHEDULING AND CANCELING

Please call me directly at (512) 633-3902 to schedule or change an appointment. You may also email me directly at **[laura \[at\] peltonsweet \[dot com\]](mailto:laura[at]peltonsweet[dot]com)**. (Please see below for more about the best use of email.) I do not offer reminder calls, so please keep track of your session time.

If you must cancel a previously scheduled appointment, I ask that you notify me at least 24 hours in advance. Otherwise, I will charge my full rate for the session - \$90. This fee cannot be billed to insurance.

LATE OR “NO SHOW” SESSIONS

If you know you will be late (up to 15 minutes) for a scheduled appointment with me, please call me at (512) 633-3902. Be aware that late sessions will still end at the scheduled time. If you find that you will be delayed more than 15 minutes, we must reschedule for another time.

If you forget a scheduled appointment, or decide not to keep the appointment without notifying me 24 hours in advance, I consider that a “no-show” and will charge my full rate for that session - \$90. This fee cannot be billed to insurance.

PAYMENTS AND INSURANCE

My rate for the clinical hour (50 minutes) is \$90. If you are a BlueCross BlueShield of Texas or Aetna policy holder, I will gladly submit claims for you. Please share your insurance ID number and group number with me PRIOR to your first visit, so that I may verify your benefits.

For all other policy holders, I ask that you pay me directly at my full rate and apply for a reimbursement from your insurance company. I will be considered an out-of-network provider. I accept cash, checks, and credit cards.

EMAIL AND TEXT MESSAGING

If you need to contact me between sessions, the most efficient way to do so is by phone (512-633-3902.) I keep all voicemail confidential, and will return your call as soon as possible. Direct email at **[laura \[at\] peltonsweet \[dot com\]](mailto:laura[at]peltonsweet[dot]com)** is appropriate for quick, administrative issues such as changing appointment times with 24 hours notice. I am also available for communication by text messages to change or alter appointment times with 24 hours notice.

However, keep in mind that neither email nor text messaging are considered secure and confidential ways for us to communicate. Please refrain from using those modes of communication to discuss personal, confidential, or emotional issues.

SOCIAL MEDIA

I do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). Adding clients as friends or contacts on these sites can compromise your confidentiality and privacy. It may also blur the boundaries of our therapeutic relationship.

Similarly, do not use Facebook Wall postings or other means of engaging with me in public online if we have an already established client/therapist relationship, as this may compromise your confidentiality. Please let me know if you have questions about this.

BUSINESS REVIEW SITES

You may find my counseling practice listed on directories such as Psychology Today, Good Therapy, or other places which list health-related businesses. Some of these sites include forums in which users rate their providers and add reviews. If you should find my listing on any of these sites, please know that my listing is NOT a request for a testimonial, rating, or endorsement from you as my client. The American Counseling Association's Ethics Code states under provision C.3.b that it is unethical for licensed professional counselors to solicit testimonials. Confidentiality means that I cannot tell people that you are my client and my Ethics Code prohibits me from requesting testimonials. But you are more than welcome to tell anyone you wish that I'm your therapist or how you feel about the treatment I provided to you, in any forum of your choosing. I urge you to take your own privacy as seriously as I take my commitment of confidentiality to you.

If you feel I have done something harmful or unethical and you do not feel comfortable discussing it with me, you can always contact the Texas State Board of Examiners of Professional Counselors, which oversees my licensing, and they will review the services I have provided.

Texas State Board of Examiners of Professional Counselors
Complaints Management and Investigative Section
P.O. Box 141369
Austin, Texas 78714-1369
1-800-942-5540

CONCLUSION

Thank you for taking the time to review my office policies. If you have questions or concerns about any of these policies, bring them to my attention so that we can discuss them.

ACKNOWLEDGEMENT OF RECEIPT OF NOTICE OF OFFICE POLICIES

I acknowledge that I have been given a copy of Laura Pelton-Sweet's office policies to read. I understand that a personal copy of this Notice is available to me upon request.

Signature

Printed Name

Date