

## **Guidelines for Professional Communication and Appointments**

A strong therapeutic relationship begins with open and honest communication. To ensure you feel supported while maintaining clear expectations, please review these simple guidelines designed to help us make the most of our time together.

**1. Phone Calls**

I check my phone regularly Monday through Friday during business hours. Calls made after hours or on weekends will be returned in a timely manner, based on urgency.

**2. After-Hours Messages**

After 5:00 p.m. and on weekends, all calls go directly to voicemail. While I do check messages frequently, I generally return calls during working hours—unless it's an urgent (non-emergency) matter. There are no additional charges for calls under 10 minutes.

**3. Emergencies**

If you experience a true emergency, please call 911 or go to the nearest hospital emergency room. Once you have been evaluated by ER staff, please notify me by phone or email.

**4. Cancellations**

Appointments must be cancelled or rescheduled at least 48 hours in advance. Missed appointments or late cancellations will be charged the full session fee.

**5. Payments**

Payment is due at the time of service. Accepted forms include cash, credit cards (subject to a 4% surcharge), or Zelle.

6.

**7. Email Communication**

You may email me anytime regarding non-urgent matters, such as administrative or billing issues, appointment changes, or brief clinical questions. I generally respond during business hours. Therapeutic or treatment-related discussions should take place by phone or, preferably, at your next appointment. Please avoid discussing therapeutic content via email and refrain from adding me to mass email lists.

**8. Agreement**

Agreeing to this communication framework is an important part of our work together and will help us maintain a supportive, respectful relationship.

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**Client Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Client Signature:** \_\_\_\_\_