

# Practice Policies\*

Dynamis Counselling LLC, 54 South Center Street, Mesa, Arizona 85210

## PRACTICE POLICIES

### APPOINTMENTS

Dynamis Counseling standard meeting time for psychotherapy is 50 minutes. All sessions are scheduled for 50 minutes, it is up to you, however, to determine the length of time of your session. Frequency of counseling sessions will be determined by your presenting symptoms, treatment plan goals, and your clinician's recommendation. Counseling sessions are most frequently scheduled once a week at the start of treatment and often reduce in frequency as you progress.

### CANCELLATIONS

You are requested to cancel or reschedule any session 24 hours in advance of session. You will be responsible for a late cancellation fee if notice of cancellation is less than 24 hours of advance of session or if you fail to appear for your scheduled session. This is necessary because a time commitment is made to you and is held exclusively for you.

Late cancelation and no-show rates: \$105

In the event that you are out of town or sick, Telehealth sessions are available.

Each client is granted one (1) late cancellation/no show fee waiver to be approved at the discretion of Dynamis Counseling, LLC.

### TELEPHONE ACCESSIBILITY & TELECOMMUNICATION

Telephone sessions are not permitted as this is not eligible for coverage through insurance payers.

If you need to contact your clinician, please contact them directly via phone call or text:

Matt Rosenkilde, LPC: (480) 709-4635

Kevin Nielsen, LAC: (480) 709-1674

Chasity Woodard, LAC: (602) 842-0584

Adam Lane, LISAC: (480) 862-6033

Laura Baggione, LAC: (623) 396-6772

Text messaging is not secure; please use caution and discretion with information sent via text message if this is your preferred method of communication. Clinicians are often not immediately available but will return your call or text within 24-48 business hours.

In the event that you are in a mental health crisis, please call the crisis line at (844) 534-4673 or text 988. If you are in immediate danger to yourself or someone else please surpass this resource and call 911 or go to your local emergency room. Please do not call your assigned clinician as we do not offer crisis services; your clinician will simply connect you with the crisis line in these instances. Once you are safe, please inform your clinician so we can support you by scheduling a sooner appointment.

## ELECTRONIC COMMUNICATION

We cannot ensure the confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, we will do so. While we try to return messages in a timely manner, we cannot guarantee immediate responses and request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies.

Services by electronic means, including but not limited to telephone communication, the Internet, facsimile machines, and e-mail is considered telemedicine by the State of California. Under the California Telemedicine Act of 1996, telemedicine is broadly defined as the use of information technology to deliver medical services and information from one location to another. If you and your therapist chose to use information technology for some or all of your treatment, you need to understand that:

- (1) You retain the option to withhold or withdraw consent at any time without affecting the right to future care or treatment or risking the loss or withdrawal of any program benefits to which you would otherwise be entitled.
- (2) All existing confidentiality protections are equally applicable.
- (3) Your access to all medical information transmitted during a telemedicine consultation is guaranteed, and copies of this information are available for a reasonable fee.
- (4) Dissemination of any of your identifiable images or information from the telemedicine interaction to researchers or other entities shall not occur without your consent.
- (5) There are potential risks, consequences, and benefits of telemedicine. Potential benefits include, but are not limited to improved communication capabilities, providing convenient access to up-to-date information, consultations, support, reduced costs, improved quality, change in the conditions of practice, improved access to therapy, better continuity of care, and reduction of lost work time and travel

costs. Effective therapy is often facilitated when the therapist gathers within a session or a series of sessions, a multitude of observations, information, and experiences about the client. Therapists may make clinical assessments, diagnosis, and interventions based not only on direct verbal or auditory communications, written reports, and third person consultations, but also from direct visual and olfactory observations, information, and experiences. When using information technology in therapy services, potential risks include, but are not limited to the therapist's inability to make visual and olfactory observations of clinically or therapeutically potentially relevant issues such as: your physical condition including deformities, apparent height and weight, body type, attractiveness relative to social and cultural norms or standards, gait and motor coordination, posture, work speed, any noteworthy mannerism or gestures, physical or medical conditions including bruises or injuries, basic grooming and hygiene including appropriateness of dress, eye contact (including any changes in the previously listed

issues), sex, chronological and apparent age, ethnicity, facial and body language, and congruence of language and facial or bodily expression. Potential consequences thus include the therapist not being aware of what he or she would consider important information, that you may not recognize as significant to present verbally to the therapist.

## SOCIAL MEDIA

Due to the importance of your confidentiality and minimizing dual relationships, Dynamis Counseling affiliated providers will not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, Snapchat, etc). We 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 you meet with your provider to discuss further.

## MINORS

If you are a minor, your parents may be legally entitled to some information about your therapy. Your clinician will discuss with you and your parents what information is appropriate for them to receive and which issues are more appropriately kept confidential.

## LEGAL PROCEEDINGS & DOCUMENTS

We do not voluntarily participate in any legal proceedings. We will not communicate with a client's attorney and will not write or sign letters, affidavits or reports to be used in legal matters. We will not provide testimony or client records unless it is clinically appropriate to do so. If you become involved in legal proceedings that require our participation, you will be expected to pay for all of our professional time, including preparation and transportation costs, even if we are called to testify by another party in accordance to the Care Management rates outlined.

Dynamis Counseling does not complete FMLA, short or long-term disability, emotional support animal, or therapy animal documentation.

## 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. We may terminate treatment after appropriate discussion with you and a termination process if we determine that the psychotherapy is not being effectively used or if you are in default on payment. We will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If therapy is terminated for any reason or you request another therapist, we will provide you with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.

Should you fail to schedule an appointment for three consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, we must consider the professional relationship discontinued.

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