

Practice Policies*

DYNAMIS COUNSELING, LLC

54 S Center St

Mesa, AZ 85210

PRACTICE POLICIES

APPOINTMENTS

The standard psychotherapy appointment at Dynamis Counseling is approximately 50–60 minutes. Session length may vary depending upon the service provided, clinical circumstances, treatment needs, and applicable scheduling or billing requirements.

The recommended frequency of counseling sessions will be determined based upon your presenting symptoms, treatment plan goals, clinical needs, progress, and your clinician's professional recommendation. Counseling sessions are frequently scheduled weekly at the beginning of treatment and may increase or decrease in frequency as clinically appropriate.

You are encouraged to discuss session frequency or scheduling needs with your clinician at any time.

CANCELLATIONS AND NO-SHOWS

Appointments are reserved specifically for you. Dynamis Counseling requires at least 24 hours' notice to cancel or reschedule an appointment.

If you cancel with less than 24 hours' notice or fail to attend your scheduled appointment, you may be charged the applicable late-cancellation/no-show fee.

Late Cancellation/No-Show Fee: \$105

Late-cancellation and no-show fees are generally not billable to insurance and are the client's responsibility, except when otherwise required by applicable law, payer requirements, or contractual obligations.

Each client may be granted one (1) late-cancellation/no-show fee waiver during treatment. Waivers are not automatic and are subject to the discretion of Dynamis Counseling based upon the circumstances.

When clinically appropriate, legally permissible, and available, telehealth may be an option when you are unable to attend an appointment in person. Availability of telehealth does not guarantee that a late-cancellation/no-show fee will be waived if an appointment is missed.

TELEPHONE ACCESSIBILITY & COMMUNICATION

Routine psychotherapy is generally not provided by telephone. When clinically appropriate, your clinician may communicate with you by telephone for limited clinical or administrative purposes.

If you need to contact your clinician between appointments, please use the contact information or secure communication methods provided to you by Dynamis Counseling or your assigned clinician.

Telephone calls, text messages, emails, and portal messages are not continuously monitored. Clinicians are frequently in session and may not be immediately available. Non-emergency messages are generally returned within 24–48 business hours. Messages received during evenings, weekends, holidays, vacations, or other periods of clinician unavailability may not receive a response until the next applicable business day.

Text messaging and ordinary email may involve privacy and security risks. Please use discretion regarding the information you communicate electronically. Whenever possible, detailed therapeutic or highly sensitive clinical information should be discussed during a scheduled session or through an approved secure method.

Electronic communication must not be used for emergencies or crisis intervention.

CRISIS AND EMERGENCY SERVICES

Dynamis Counseling is an outpatient behavioral health practice and does not provide 24-hour emergency or crisis-response services. Your assigned clinician should not be relied upon as your primary contact during a behavioral health emergency because clinicians may be unavailable or unable to respond immediately.

If you are experiencing a behavioral health crisis, call or text 988 or contact the Arizona Statewide Crisis Line at 1-844-534-HOPE (4673).

If you are in immediate danger, believe you may imminently harm yourself or another person, or require immediate medical or emergency intervention, call 911 or go to the nearest emergency department.

Once your immediate safety needs have been addressed, please contact your clinician so that appropriate follow-up care can be discussed or a sooner appointment can be considered when available and clinically appropriate.

ELECTRONIC COMMUNICATION

Dynamis Counseling may use electronic communication, including telephone, text messaging, email, electronic portals, and other approved systems, for scheduling, appointment reminders, cancellations, billing, forms, limited clinical communication, and other appropriate purposes.

Although Dynamis Counseling takes reasonable precautions to protect your information, confidentiality and security cannot be absolutely guaranteed when information is transmitted electronically.

You are encouraged not to use ordinary text messaging or email to communicate detailed or highly sensitive therapeutic information. Electronic messages should not be used to request emergency or immediate clinical assistance.

By providing contact information and communicating with Dynamis Counseling electronically, you acknowledge the inherent privacy risks associated with electronic communication.

You may discuss your communication preferences with your clinician or the administrative team at any time.

TELEHEALTH SERVICES

Telehealth is a method of delivering healthcare services, including psychotherapy, through electronic communication technologies.

Telehealth may provide benefits including convenience, accessibility, continuity of care, flexibility, and reduced travel. Telehealth also involves potential limitations and risks, including technology failure, interruption or distortion of audio or video, unauthorized access to electronic communications, limitations in the clinician's ability to observe certain clinical information, and the possibility that another person could overhear a session.

Confidentiality protections applicable to behavioral health services continue to apply during telehealth.

Clients are responsible for making reasonable efforts to participate in telehealth from a private, safe location that is reasonably free from distractions and interruptions. Clients should not participate in a telehealth session while driving or engaging in another activity that creates a safety concern.

Your clinician may verify your identity and current physical location during a telehealth encounter and may request information necessary to identify appropriate local emergency resources.

You must inform your clinician if you are physically located outside Arizona at the time of a telehealth appointment. Your clinician may be unable to provide services if the clinician is not legally authorized to practice in the jurisdiction where you are physically located.

Neither the client nor clinician may audio record, video record, photograph, livestream, transcribe, or otherwise electronically capture a therapy session without the prior knowledge and agreement of the other party and any authorization required by applicable law or professional standards.

If technology fails during a telehealth appointment, your clinician may attempt to reconnect, contact you through an agreed-upon method, reschedule the appointment, or take other clinically appropriate action.

Telehealth may not be appropriate for every client or every clinical situation. Your clinician may recommend in-person treatment or another type or level of care when clinically appropriate.

SOCIAL MEDIA AND PROFESSIONAL BOUNDARIES

To protect client confidentiality, privacy, and professional boundaries, Dynamis Counseling clinicians and affiliated providers do not accept or initiate personal friend, follow, connection, or similar requests with current or former clients through personal social-media accounts, including Facebook, Instagram, LinkedIn, Snapchat, TikTok, or similar platforms.

Publicly following, reviewing, commenting on, tagging, or otherwise interacting with Dynamis Counseling or one of its professional social-media pages may reveal your association with the practice. You should consider this privacy implication before interacting publicly with the practice or its clinicians.

Dynamis Counseling and its clinicians will not intentionally confirm that an individual is or was a client in response to a public social-media post, comment, review, or other public interaction unless authorized or legally permitted to do so.

If you have questions regarding social media or professional boundaries, you are encouraged to discuss them with your clinician.

MINORS

When services are provided to a minor, the minor's parent, legal guardian, or other legally authorized representative may have rights regarding treatment decisions and access to treatment information, subject to applicable federal and Arizona law.

Dynamis Counseling recognizes that an appropriate level of privacy may be important to effective treatment of children and adolescents. Your clinician will generally discuss expectations regarding confidentiality, parental involvement, and information sharing with the minor and parent or guardian.

Clinicians may encourage minors to communicate important information to their parent or guardian when clinically appropriate.

Confidentiality cannot be guaranteed when disclosure is required or permitted by law, including circumstances involving safety concerns, suspected abuse or neglect, mandatory reporting requirements, court orders, or other legal obligations.

Dynamis Counseling cannot promise to withhold information from a parent or legal guardian when that individual has a legal right to obtain the information.

LEGAL PROCEEDINGS & DOCUMENTS

Dynamis Counseling provides clinical behavioral health treatment and does not provide forensic evaluation, expert-witness, custody-evaluation, or other forensic services unless specifically agreed upon in writing.

Dynamis Counseling clinicians generally do not voluntarily participate in legal proceedings, communicate with attorneys regarding legal strategy, provide expert opinions, or prepare affidavits, reports, or letters intended primarily for use in litigation or another legal proceeding.

Dynamis Counseling cannot guarantee that a clinician or clinical record will never become involved in a legal proceeding. If Dynamis Counseling receives a subpoena, court order, or other legal demand, the practice will respond in accordance with applicable federal and Arizona law, professional obligations, and the client's applicable confidentiality and privilege rights.

Clinical records will not be withheld when disclosure is legally required. Likewise, receipt of a subpoena or request does not necessarily mean that a client's complete clinical record will automatically be released.

If a client's involvement in a legal proceeding requires professional services beyond routine psychotherapy, including legally required testimony, deposition, preparation, consultation, travel, record review, or court attendance, applicable professional fees may be charged when permitted by law. These services are generally not covered by health insurance. Applicable rates are identified in Dynamis Counseling's current fee schedule or Care Management rates.

Treatment records are clinical healthcare records and are not created for the purpose of supporting a particular legal position or outcome.

DOCUMENTATION REQUESTS

Dynamis Counseling does not routinely complete documentation for Family and Medical Leave Act (FMLA) leave, short-term disability, long-term disability, emotional support animals, therapy animals, or similar determinations requiring the clinician to certify functional, occupational, disability, or animal-related eligibility.

When appropriate, your clinician may discuss alternative resources or providers who may be better positioned to evaluate and complete the requested documentation.

Other requests for letters, forms, summaries, records, or administrative documentation will be considered based upon clinical appropriateness, scope of practice, applicable law, practice policy, and clinician availability. Applicable documentation or administrative fees may apply as described in Dynamis Counseling's Financial and Payment Policy.

TERMINATION, DISCHARGE & INACTIVITY

Psychotherapy may end for a variety of reasons, including completion of treatment goals, a client's decision to discontinue treatment, relocation, transfer to another provider, inability to maintain attendance, unresolved financial obligations, lack of sufficient clinical progress, need for a different level or type of care, or a determination that continued treatment is no longer clinically appropriate.

Whenever reasonably possible, termination will be discussed with you so that treatment may conclude appropriately and recommendations for continued care can be considered.

Dynamis Counseling or your clinician may recommend transfer or referral when your needs fall outside the clinician's competence or scope of practice, a higher or different level of care is indicated, treatment is not producing sufficient benefit, professional boundaries or safety cannot reasonably be maintained, or another circumstance substantially interferes with appropriate treatment.

When appropriate, referral information or recommendations for alternative providers or services may be provided. You remain free to select a qualified provider of your choosing.

If you do not attend or schedule an appointment for three (3) consecutive weeks and no alternative arrangement has been made in advance with your clinician, Dynamis Counseling may consider your treatment inactive and administratively close your case.

When clinically appropriate and reasonably possible, Dynamis Counseling will attempt to communicate regarding closure and provide information regarding re-engagement or alternative treatment resources.

Administrative closure does not guarantee future availability with the same clinician. Returning to treatment after discharge or administrative closure may require a new intake or updated assessment and is subject to clinician availability and clinical appropriateness.

ACKNOWLEDGMENT

By electronically signing this document, I acknowledge that I have read and understand Dynamis Counseling, LLC's Practice Policies. I have had the opportunity to ask questions regarding these policies and agree to comply with the policies applicable to my services.

I understand that these Practice Policies operate together with Dynamis Counseling's Informed Consent for Psychotherapy, Notice of Privacy Practices, Financial and Payment Policy, Verification of Insurance Benefits and Financial Responsibility Policy, and other applicable consent or authorization documents.

BY SIGNING BELOW, I ACKNOWLEDGE THAT I HAVE READ, UNDERSTAND, AND AGREE TO THE PRACTICE POLICIES DESCRIBED ABOVE.

