

Annalise Oatman, LCSW ~ 45 Franklin St., Ste. 214, San Francisco, CA 94102 ~ (949) 533-4651

annalise@awaketherapysf.com

PRACTICE POLICIES

APPOINTMENTS AND CANCELLATIONS: Cancellations and re-scheduled session will be subject to a full charge if NOT RECEIVED AT LEAST 24 HOURS IN ADVANCE. This is necessary because a time commitment is made to you and is held exclusively for you. Please note that “full charge” refers to my full fee for a 50-minute session, currently \$135, not your sliding scale fee or your insurance copay. The only exceptions are if you are paying an Open Path fee (then the cancellation charge will be \$75), or if you are paying a Reflect fee (then the cancellation charge will be the same as your Reflect fee, and Reflect’s 48-hour cancellation policy applies). If you are late for a session, you may lose some of that session time. Reschedules with less than 24 hour-notice and no extenuating or emergency circumstances will be considered late cancellations as it is very unlikely I will be able to accommodate them. If you wake up with a cold or under the weather, we can do a telehealth appointment. I see clients on a weekly basis. Since I am consistently busy in my practice, if you cancel more than twice in a row, I will not be able to hold your spot. One cancellation every two months is what I can accommodate for now. If it is difficult for you to reconcile this with your work schedule, I would be happy to provide referrals and information about therapists or clinics who may be more able to accommodate this. I usually have new clients choose a recurring appointment time that works well for both of us, and will hold that spot for them on a weekly basis for the next ten weeks, after which time we check in about how therapy is going, what goals they would still like to work on, and whether they would like to continue to hold onto their reserved weekly time. Clients who are not able to commit to the same weekly time are encouraged to use my online scheduler to create their appointments on their own as their scheduling needs become more clear each week.

The standard meeting time for psychotherapy is 50 minutes. It is up to you, however, to determine the length of time of your sessions. Requests to change the 50-minute session needs to be discussed with the therapist in order for time to be scheduled in advance.

A \$10.00 service charge will be charged for any checks returned for any reason for special handling.

In case of an emergency, you can access emergency assistance by calling the National Suicide Prevention Lifeline at 1-800-273-8255. If either you or someone else is in danger of being harmed, dial 911. If you or a loved one are experiencing any kind of mental health crisis or feel unable to cope with current circumstances or emotions for any reason, you can also call the SF Mobile Crisis Treatment Team, who can talk to you or visit you at home, and are available Mon-Fri 11AM-11PM, and can be reached at 415-355-8300. Additionally, you or your loved one

could go to Westside Crisis Drop-In on 888 Turk St. in San Francisco any time on Monday through Saturday from 9AM to 5PM. San Francisco General Hospital Psychiatric Emergency offers 24-hour crisis services at 415-206-8125, as well as Comprehensive Child Crisis Services at 415-970-3800, a Suicide Prevention Talkline at 415-781-0500, and the McMillan Center drop-in at 415-241-1180. Lastly, San Francisco TALKLINEs include a 24-hour line for parents at 415-441-kids, a 24-hour line for older adults at 415-752-3778, a 24-hour Drug Line at 415-362-3400, a 24-hour Relapse Prevention line at 415-834-1144, an HIV nightline at 415-434-2437, and a Linca Nocturna (available from 6PM to 12 midnight) at 415-989-5212.

COLLATERAL COMMUNICATIONS

If we spend more than 10 minutes on the phone outside of a regularly scheduled session, or I spend more than 10 minutes reading and responding to an email from you outside of session, I will begin to charge for my time at my pro-rated full fee. If it is truly an emergency situation, please call 911 or one of the emergency services listed in the above section. In the event that you do need to utilize an emergency service, I would like for you to notify me via email or a quick phone call as soon as you can. Additionally, in the event that I need to consult with a lawyer at any time during our work (for example, if you are involved in a court case with legal ramifications that go beyond the legal training required within the purview of my role and professional license), I will charge at my pro-rated full fee for the entirety of the legal consultation. (Often legal consultations are 5-15 minutes long, but they can take longer.)

FEE CHANGES (DOES NOT APPLY TO REFLECT CLIENTS)

Please be aware that my fees will be evaluated and raised incrementally on an annual basis, on January 1st each year, allowing up to one month to adjust. I will also remind you one month in advance so that you have time to prepare and budget accordingly. The annual fee increase on all fees within my fee schedule (including Open Path fees) will either be a small percentage of my full fee, applied to all fees within the schedule, or will likely be an increase between \$5 and \$10. I will also raise my fee to be commensurate with any clinical certifications or further education that I have completed. I will be sure to give you at least one month's advance notice of any upcoming fee change, or a one month reminder that the yearly increase is coming, and we can discuss your comfort level with sustaining the increase at that time. Open Path or other sliding scale fees will be re-evaluated quarterly as they are income-based, and will be adjusted as financial situations change. Since Open Path fees are already so low, if at any time the fee becomes a financial burden, I will provide referrals to other clinics and support services, as I will not be able to go lower than any starting Open Path fee.

SOCIAL MEDIA AND TELECOMMUNICATION

Due to the importance of your confidentiality and the importance of minimizing dual relationships, I do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). I 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 we meet and we can talk more about it.

ELECTRONIC COMMUNICATION

I 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, I will do so. While I may try to return messages in a timely manner, I cannot guarantee immediate response 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.

MINORS

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

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. I may terminate treatment after appropriate discussion with you and a termination process if I determine that the psychotherapy is not being effectively used or if you are in default on payment. I 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, I 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, I must consider the professional relationship discontinued.

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