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PRACTICE POLICIES

APPOINTMENTS AND CANCELLATIONS: This therapy practice has a

NO-CANCELATION POLICY.

This means that you agree to pay for the weekly session time that has been held for you whether or not you make it to your session. In cases of an unexpected need to reschedule, a reschedule to the prior week, the same week, or the week after would be permitted at a time no fewer than 24 hours ahead of the newly granted time. So this way, you will either be granted a different session time within the same week (if possible), or we would plan to have two sessions the week before your need to reschedule, or two sessions the week after.

If you choose not to avail of this, you may still be charged my full fee for the session that you missed, which is currently \$250, rather than your sliding scale rate or insurance copay. If it happens more than three times, we would be having a conversation about whether you'd be better served by another provider.

The reason for this is that research shows that the relationship and weekly rhythm are a very important part of the healing factor of therapy, making therapy far more effective. Additionally, the way that I work is very deep and comprehensive and requires for my clients to be highly motivated to dig in and do some powerful work together. When session attendance is inconsistent, it can be a form of avoidance (conscious or not), and it becomes a significant impediment to the work. Part of my responsibility to you is to hold you accountable to doing the work you decided to do when you initiated therapy.

Additionally, when you become a client, a weekly spot is uniquely held for you. That means no one else is able to schedule themselves into that time, even though other people may be wanting or trying to take that time slot.

An exception to this policy

is if you are using your Alameda Alliance benefits to see me for therapy. In that instance, you are allowed three cancelations within a 12-month period with no charge. On the occasion of the fourth, I would be providing referrals to a new provider.

If you decide to make a reschedule-request close to your scheduled appointment time (fewer than 48 hours ahead) and then try to rearrange things to be able to come and communicate that to me fewer than 24 hours before your appointment time, it is unlikely that I will see your communication as I typically check all streams of communication once per day in the evenings. If you send an email in response to an automatic appointment reminder email, I will not receive your email as these emails are generated automatically by the practice management system I use and are not generated by me or my personal account. Please send all email communications directly to me at annalise@deeperwelltherapy.com

Another exception:

If you have previously arranged extended travel (i.e, two weeks or more) outside of California and discussed it with me in advance, I will waive my no-cancelation policy for the time you are away. Since I am consistently busy in my practice, if you cancel more than twice in a row without prior planning due to extended travel, I will not be able to hold your spot. If you are out of town for only one week, I would encourage you to make up the session you missed either the week before you leave or the week after.

If it is difficult for you to reconcile my cancelation policy 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.

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.

It is also up to you how long you would like to be in therapy. If, at any point in our work together, you decide you would like to end therapy or switch to another provider, obviously, my no-cancelation policy would no longer be in effect. I strongly encourage clients to bring this discussion to me in session so that we can process the transition together. If you inform me you would like to end therapy via email or another form of remote communication fewer than 48 hours ahead of your next scheduled appointment time, you would be responsible for paying the full fee for the session.

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

FIRST TIME SCHEDULING

When a new client expresses that they would like to begin therapy with me, I send a welcome email with a link to my client portal where new clients can find all intake paperwork, including a credit card form. I require that the credit card form be completed before I can hold a spot for any client's first session.

REACHING ME BETWEEN SESSIONS

The best channel for reaching out to me is via my secure, HIPAA-compliant email, annalise@deeperwelltherapy.com. Whether you reach out via email or phone call, please know that I check these channels of communication at least once every 24 hours. I do not engage in text messaging with clients. Please expect that I will be entirely offline Friday through Sunday each week, unless we've made arrangements in an exceptional circumstance to be in touch for a 10-minute phone call. Since I am not always able to respond to client communications immediately, I have compiled a comprehensive list of

local mental health resources to reach out to in case of an emergency (related to mental health or not):

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. Another wonderful resource is the SF Warm Line, available 24/7 at 855-845-7415. What makes this resource unique is that it is staffed by trained peer counselors, people who have overcome their own mental health struggles and want to give back, not by licensed clinicians. This means that no one who answers the Warm Line is able to make a 51-50 determination. (In other words, no one who answers the Warm Line is able to make the determination that someone presents serious enough of a risk to themselves or others that they need to be placed under a 72-hour involuntary hold in an acute care facility.)

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.)

EMOTIONAL SUPPORT ANIMAL LETTERS AND OTHER SPECIAL ACCOMMODATIONS LETTERS

I charge your current session rate for emotional support animal letters (or \$60 for Medi-Cal clients or Victims of Crime clients), and other special accommodations letters are charged at my pro-rated full fee for the amount of time spent writing and producing a signed letter for you. Please note that I do reserve the right to raise my standard fee for an emotional support animal letter, and to raise my full standard session fee (usually on an annual basis on January 1st), which would impact the cost of any other special accommodations letter. If you are ever in a situation of urgently needing a special accommodations letter, please be aware that

I NEED AT LEAST ONE WEEK'S ADVANCE NOTICE, and please be aware that special accommodations letters require a prior conversation with me in session about the exact accommodations being requested or suggested

. Ideally, please let me know as soon as you consider needing one or become aware that you might need one. If I am given less than one week's notice, there is a strong possibility I will be unable to accommodate your request. Also, please be aware that I will only write emotional support animal letters or other special accommodations letters if you have had at least four assessment sessions with me first.

If you have an open court case and your lawyer requests a letter from me, I will not provide one as I am not legally obligated to do so. What I can do is provide YOU (my client) with a treatment summary, as it is your right to request one from me.

FEE CHANGES

Please be aware that all fees will be evaluated and raised 5-10% on an annual basis in accordance with cost of living, on January 1st each year. I will remind you at least one month in advance (but more likely 2-3 months in advance) so that you have time to prepare and budget accordingly. I may include an additional fee raise on January 1st or during the year 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. My full fee will generally increase by about \$25 annually for all newly incoming clients, though this will usually not affect your current income-based sliding scale fee if that is the fee we have agreed to.

Sliding scale fees will be re-evaluated quarterly as they are income-based, and will be adjusted as financial situations change.

If you are seeing me through Reflect, Reflect may and may not raise your fee annually. Usually the Reflect fee is raised annually only for brand new clients, although I cannot guarantee that this will always be the case, as Reflect fees and Reflect fee changes are not under my control.

All sliding scale fees below \$190 may be subject to expiration with 2-3 months' advance notice and high-quality, appropriate referrals.

Typically, if you plan to use your out of network insurance benefits to help pay for your therapy sessions with me, I will require that you are responsible for the full fee of your sessions up front. In exceptional circumstances, when financial assistance is truly required in order for you to be able to afford your therapy sessions in addition to using your out of network benefits, \$135 is the lowest sliding scale fee that I can accommodate in those circumstances.

BALANCES

If, at any point in our work together, you begin to run a balance, I will immediately begin to speak with you in your sessions about your financial needs and whether a referral to a low fee clinic may be appropriate for you at that time. If and when appropriate, we can discuss a payment plan designed to assist you with paying down the balance. If nonpayment continues past three consecutive weeks, I will provide you with referrals to a lower fee clinic.

If you end therapy with an outstanding balance, \$5 per month will be added to the balance until it is paid. Though I have never had to do this and I hope to never have to do this, if the balance remains unpaid for more than three months past your final therapy session, as part of my policies I may have to enlist small claims court in having the balance paid.

OUT OF NETWORK BENEFITS

If you decide to see me with your out-of-network benefits, then your insurance company (and you) will be responsible for reimbursing me at my full rate. This means that you would pay my full fee directly to me, and then send a document called a 'Superbill' (which I would provide) on a monthly basis to your insurance company so that your insurance company will partially reimburse you for your sessions with me.

COURT POLICY

Please be advised that the therapists, therapist interns and staff of Deeper Well Therapy do not participate in person, by phone or in writing in any court related matter that the client of Deeper Well Therapy may be a party to or become a party to in any way. The therapists and interns of Deeper Well Therapy do not write letters regarding their client's treatment to any entity, including court. The therapists and interns of Deeper Well Therapy at no time will offer an opinion or recommendation in any court matter, especially as it relates to custody.

SECRETS IN COUPLE'S AND FAMILY THERAPY

When working with couples and families, I do not keep secrets. In other words, if a member of the couple or family finds a way (via email or other mode of communication) to disclose

a secret to me, i.e., something they expressly don't want the other member of the couple (in the case of couple's therapy) or other members of the family (in the case of family therapy) to know about, I will not collude with the disclosing party in the secret-keeping. I make this as clear as possible verbally when beginning my work with couples and families so that members of the couple or family may freely choose whether they would like to bring certain information into the couple or family session (to be shared with all parties present), or not. I may give you a chance to reveal the secret to me in confidence if you choose to do so, but after one or two sessions after the disclosure has been made to me, I will reveal the secret in the couple or family session. In such instances, I will do my best to collaborate with you to ensure this is done in the most supportive way possible.

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. If you prefer to communicate via email 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.

Please note that I do reserve the right to terminate our professional relationship at any time should I be subjected to verbal abuse or sexual harassment within the context of our professional relationship.

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.

NOTICE TO CLIENTS REGARDING LODGING FORMAL COMPLAINTS

The Board of Behavioral Sciences receives and responds to complaints regarding services provided within the scope of practice of (marriage and family therapists, licensed

educational psychologists, clinical social workers, or professional clinical counselors). You may contact the board online at www.bbs.ca.gov, or by calling (916) 574-7830.

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