



POLICIES AND PROCEDURES

Appointments

If you must cancel an appointment you have scheduled, please call or email immediately. Except under emergency circumstances, all no-shows and appointments cancelled with less than 24-hour's notice will be subject to the full fee of \$160. Please note that most insurance companies will not reimburse for missed appointments and you will remain responsible for all charges.

Confidentiality

Your privacy is very important. Please review the *Notice of Privacy Policy* for important details regarding the policy for maintaining confidentiality. In particular, you should be aware that you will only be contacted via means that you have specifically authorized in your new client paperwork. If you would Parenting On Call to exchange information with persons other than yourself, an *Authorization for Release of Information* form must be completed.

Information disclosed during the course of therapy is generally confidential. However, there are both mandatory and permissive exceptions to confidentiality, including, but not limited to reporting child, elder and dependent abuse, expressed threats of violence toward an ascertainable victim, and where mental and emotional states are an issue in legal proceedings.

Services for adolescents and their families require special consideration with regard to privacy. It is important to know that the law dictates that parents have the right to examine their child's records (unless we determine that doing so would have a detrimental effect on the therapeutic relationship or the child's physical or psychological well-being). Privacy is essential to effective therapy for adolescents; therefore it is Parenting On Call's policy to only provide parents with general information regarding the progress of treatment. Additional information will not be provided unless the child consents or is in danger or harming themselves or others. It is recommended that the adolescent and caregivers sign a separate agreement delineating the adolescents' rights and confidential issues. The treating clinician will provide this form to you and your family.

Social Media Policy

Due to concerns about confidentiality and psychologist privacy, Dr. Wilson has decided to decline friend or contact requests from current or former clients on social networking sites (Facebook, LinkedIn, etc.). Because Social Networking sites, such as Twitter, Facebook, and LinkedIn, are not secure, I do not respond to messaging or postings from clients or parents on these sites. By posting on a public site, a clinician-client exchange may also need to be documented and become part of your clinical record.

Payment

Parenting On Call is an in-network provider with CareFirst (Blue Cross Blue Shield, Blue Choice, FEP), but does not participate in any other managed care or insurance plans. Because Dr. Wilson is a licensed psychologist, services will be covered as an out-of-network provider by most insurance plans. Please check with your insurance company for details regarding reimbursement for out-of-network services for your particular plan. If you would like to file for reimbursement with an insurance company other than CareFirst, information you need to file a claim can be provided to you. Full payment for services will be due at the time of your appointment.

If your account has not been paid for more than 30 days and arrangements for payment have not been agreed upon, Parenting On Call has the option of using legal means to secure the payment. This may involve hiring a

collection agency or going through small claims court which will require disclosure of otherwise confidential information. In most collection situations, the only information released regarding treatment is a, individual's name, the nature of services provided, and the amount due. If such legal action is necessary, its cost will be included in the claim.

Cancellation/No Show Policy

All appointments cancelled with less than 24-hour's notice, and all no-showed appointments will incur a \$160 charge. Please be aware that this charge is not reimbursed by insurance. If you cancel or no-show three (3) consecutive appointments, you will forfeit your scheduled time slot and may be terminated from services.

Telemedicine

Telemedicine includes the practice of healthcare delivery, diagnosis, consultation, treatment, transfer of data, and education using interactive audio technology. Many insurance plans cover the use of telemedicine for the delivery of behavioral health services. It is the client's responsibility to determine if their plan covers telemedicine for behavioral health. Parenting On Call, uses VSee HIPAA-compliant telehealth platform. There are risks and consequences from telemedicine, including, but not limited to, the possibility, despite reasonable efforts on the part of the therapist that services via video conferencing may not be as effective as face-to-face services; transmission of my medical information could be disrupted or distorted by technical failures; the transmission of my medical information could be interrupted by unauthorized persons; and/or the electronic storage of my medical information could be accessed by unauthorized persons.

Emergencies

In the event of a medical emergency or an immediate threat of harm, please call 911.

Termination of Services

In the event that you do not keep your financial obligations to Parenting On Call and remain delinquent on your account for more than 30 days, services may be suspended until payment is received. Services may also be terminated if it is determined that continued participation will be a detriment to the child or their family.