

Compass Counseling Services, LLC

3575 Forest Lake Drive, Suite 100

Uniontown, OH 44685

APPOINTMENTS AND CANCELLATIONS: Due to the overwhelming demand for mental health counseling, it is important that you remember to cancel or reschedule appointments 24 hours in advance. This allows us to fill your appointment time. YOU WILL BE RESPONSIBLE FOR A \$50. 00 NO SHOW/ LATE CANCELATION FEE (less than 24 hours notice) for not attending your scheduled appointment. This is necessary because a time commitment is made to you and is held exclusively for you. If you are late for a session, you will lose the amount of time that you are late to your appointment.

Attendance issues will result in your being placed on an attendance contract. Attendance issues include a no show appointment, cancellation with less than 24 hour notice and multiple cancellations. Should you no show, with no contact with your therapist, you can be removed from the therapist caseload and be provided with referrals upon your request of referrals.

TELEPHONE ACCESSIBILITY: If you need to contact me, please leave a message on my confidential voicemail. I am often not immediately available; however, I will attempt to return your call when I am available during my work hours. You may also message your therapist through a secure messaging service in your portal (where you are signing this form). If a true emergency situation arises, please call 911 or any local emergency room.

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.). Compass Counseling Services LLC does have a Facebook page that you may like/follow. Please remember this is a choice you make that will potentially limit/breach your confidentiality. The same confidentiality breach occurs if you leave a review of Compass Counseling Services LLC or therapist associated with Compass Counseling Services LLC. Our website www.mycompasscounseling.com does offer a platform for anonymously reviews.

ELECTRONIC COMMUNICATION I cannot ensure the confidentiality of any form of communication through electronic sources, including text messages. If you chose to communicate via electronic platforms regarding scheduling or cancellations, I will do so. While I will try to return messages in a timely manner, I cannot guarantee an immediate response and request that you do

not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies. If a true emergency situation arises, please call 911 or any local emergency room.

Services by electronic means, including but not limited to, telephone communication, the Internet, video conference, and e-mail are considered Telehealth. Telehealth services may be an option if you and your therapist chose to use information technology for some or all of your treatment. If this choice is made please understand that : (1) You retain the option to withdraw from telehealth treatment 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) Access to Medical information is the same as in person services. Records and copies of information are available for a fee. (4) 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, support, 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 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 and keep an appointment for two consecutive months, unless other arrangements have been made in advance, for legal and ethical reasons, I must consider the professional relationship discontinued.

A \$30.00 charge will be added to your bill for any returned checks.