

## OFFICE POLICIES

To help you know what to expect and to avoid misunderstandings, please review the following office policies:

**CONFIDENTIALITY:** Psychotherapy and hypnotherapy are confidential, except when you offer information concerning impending self-harm or harm to others. Also, state statutes require Dr. Boyd to notify authorities of suspected child abuse. Discuss confidentiality with Dr. Boyd if you have any questions.

**LENGTH OF THERAPY SESSIONS:** A typical session consists of 45 or 75 minutes of dialogue. Dr. Boyd will let you know when your time is up.

**BEING ON TIME:** If you arrive late for your session, you lose therapy time; but, if Dr. Boyd is late starting the session, he will ensure that you receive all of your time by extending the end of the session or giving you “lost minutes” at your next session.

**MISSED OR CANCELLED APPOINTEMENTS:** You will be charged \$100 for the appointment unless you have given Dr. Boyd 24 hours’ notice.

- Insurance does not cover missed sessions.
- Insurance does cover therapy by phone when you can’t come to Dr. Boyd’s office.

**PAYMENT OF FEES:** Payment is made at the beginning of each session by check, cash, or credit card. The convenience fee for credit cards is 0.4%. A statement of your account is available upon request.

**ACCOUNT DEPOSIT:** A one-hundred dollar (\$100) account deposit is requested from all clients. The deposit is used to pay for a missed appointment and/or necessary materials and services within your treatment. The deposit balance is refunded when clinical service ends.

**INSURANCE: If you intend to use insurance for Dr. Boyd’s services, please do the following:**

- Call your insurance company and acquire the initial authorization for Dr. Boyd’s services, the amount of your co-payment, and the current balance of your deductible.
- You will provide this information to Dr. Boyd at your first appointment.