

Practice Policies

Ogden Center for Change, LLC 3544 Lincoln Ave Suite 2E, Ogden, UT 84401 801-781-5733

PRACTICE POLICIES

APPOINTMENTS AND CANCELLATIONS

Please remember to cancel or reschedule 24 hours in advance. Cancellations must be done by calling our office; responding to a text or email reminder does not cancel your appt as our system does not receive responses to text or email reminders. If you do not show for your appointment or cancel outside of the 24 hours notice, you will be charged a no show/late cancellation fee of \$100. 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 may lose some of that session time. If you cancel three sessions or no show for a session and do not contact your therapist, he/she has the right to begin the termination process and offer you appropriate referrals for other providers.

The standard meeting time for psychotherapy is 45-60 minutes. It is up to you, however, to determine the length of time of your sessions. Requests to change the length of 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.

TELEPHONE ACCESSIBILITY

If you need to contact me between sessions, please leave a message on my voicemail. I am often not immediately available; however, I will attempt to return your call within 24 hours. If a true emergency situation arises, please call 911, or a local crisis line (801) 625-3700, or The National Suicide Hotline 1-800-273-TALK, or go to any local emergency room (e.g. McKay Dee hospital).

SOCIAL MEDIA AND TELECOMMUNICATION

Due to the importance of your confidentiality, I do not accept “friend” requests or similar connections with clients, or their family members or friends, on social media. If you would like to “Like” my professional Facebook page, you may do so at your own risk. This is not at any time a way to contact me for therapy-related discussion, even in an emergency.

Please note that any social media apps you use may seek to connect you with me or with other visitors to this office, through a “people you may know” or similar feature. I have no control over apps that may intrude on the privacy of your treatment in this way. If you would like to minimize the risk of others becoming aware of your connection to me or this office, please make use of the privacy controls available on your phone. Turning off a social media app’s ability to know your location, and refusing it access to your email account and the contacts and history in your phone, protect your privacy and confidentiality.

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. Parents are required to remain in the waiting room or therapy room while minors are participating in therapy.

LEGAL PROCEEDINGS

It is our policy that we will not participate in or provide information for any legal proceedings that client’s may be/become involved in. This includes child custody and divorce proceedings. If you are in need of expert evaluations or opinions on these matters we will be happy to provide a referral outside of our practice.