

Appointments, Cancellation, and Late Arrival Policy

1. Please provide 36 **hours (or at least 1 – ½ business days')** notice if you need to cancel or change an appointment. If you provide this, you will not be charged. If you provide **less than 36 hours (1 – ½ business days')** notice to cancel or change an appointment, you will be charged the **full appt. rate (whether emergency or non-emergency), which must be paid prior to scheduling of next session; your ins. company will not be billed for missed sessions. MISSED EAP SESSIONS WILL BE FORFEITED.**
2. Appointments canceled on a Saturday or Sunday for the following Monday, **do NOT count as 1- ½ business days**, and will be charged the full session rate. In the event that two scheduled appointments are canceled or missed in a row, we will discuss the therapeutic relationship to determine its ongoing effectiveness.
3. If I cancel an appointment, you will not be charged for that cancelled appointment.
4. Each client's (45-minute) session is reserved specifically for them. For this reason, visits will begin and end on time, and I am unable to extend a session beyond the agreed upon time. **Thus, if a client arrives late for his/her scheduled appointment, that time is lost from the session. If I am late, I will make sure that you get your full appointment time- either that same day, or on a mutually agreed-upon date and time.**
5. Appts. are scheduled on a first-come, first-serve basis. Standing appointments may be reserved for regular, long-term clients.

Contact Information

1. **My office/cell phone number is 240-350-9777. My email is: sghrichard@aol.com. Text message and email are the PREFERRED methods of communication for scheduling/rescheduling, and cancellations, as I am unable to answer the phone when I am in sessions. Any voice-mail messages left may not be checked until the next business day. I typically check text messages and emails between sessions, which come through directly on my cell phone.**
2. Should you call and choose to leave a voice-mail message, I will get back to you within 24 hours or the next business day. When you leave a message please leave your full name, the time and day you called, a call-back number, and whether I am permitted to leave a detailed message at that number. If you have not heard back from me within the above prescribed time frame, please feel free to call back, as the message quality may have been unclear.
3. In the event of a psychiatric/medical emergency, please call 911.

Consent to Treatment (to be completed by CLIENT or PARENT/GUARDIAN, if client is under 18):

I, [redacted], voluntarily agree to receive mental health assessment, care, treatment, or services, and authorize **Sharon G. Richardson, LCSW-C**, to provide such care, treatment, or services as are considered necessary and advisable. I understand and agree that I will participate in the planning of my care, treatment, or services, and that I may stop such care, treatment, or services that I receive through the undersigned therapist at any time. By signing this consent form, I, the undersigned client, acknowledge that I have both read and understood all the terms and information contained herein.

Financial Agreement

I, [redacted], authorize **Sharon G. Richardson, LCSW-C**, to release psychological/medical information pertaining to my examination, history, and medical expenses to my insurance company(ies)* for the purpose of processing insurance claims. This release may include reviewing and/or photocopying pertinent documents for the purposes of payment by my insurance company(ies). I understand that the undersigned is fully responsible for the bill, despite any previous financial agreement made including, but not limited to, custodial and divorce decrees. I authorize **Sharon G. Richardson, LCSW-C** and employees and agents to release information pertinent to billing and collecting any outstanding balances on my account. I authorize payment of medical insurance benefits to be made directly to **Sharon G. Richardson, LCSW-C**. I permit a copy of this authorization to be used in place of the original. I understand that my insurance policy may have certain limitations on mental health benefits in the form of precertification, closed provider networks, number of visits allowed or dollar amount per policy year as well as lifetime maximum benefits. **I agree to accept full responsibility for charges once these limitations have been reached.** I understand that in the event my delinquent account is referred to an attorney for collection, I agree to accept full financial responsibility for payment of all reasonable attorney fees and costs incurred by **Sharon G. Richardson, LCSW-C**, in the collection of said account.

PARENT/GUARDIAN Printed Name (if Client under 18): [redacted]


[redacted]
CLIENT (Person being seen) Printed Name

[redacted]
CLIENT Signature
(or Parent/Guardian, if Client under 18)

[redacted]
Date

SIGNATURE OF THWS STAFF COMPLETING INTAKE

DATE


Sharon G. Richardson, LCSW-C
MD License #: 11195

THANK YOU. (Please feel free to request a copy of this signed agreement, for your records.)