

Policies

Scheduling and Cancelling Appointments

- The best way to schedule with me is via the phone or in session for your next session. My schedule can fill up quickly, so trying to schedule over text or email can get clumsy.
- Most clients have a standing appointment time with me. If a standing appointment is cancelled in advance, the next regular scheduled one is automatically scheduled. If you are unclear if this is the case, please call and ask.
- If you need to cancel and want to reschedule for a different day/time, I may be able to accommodate your request. (This is the reason I ask clients to cancel with advance notice.)
- If you are sick with a contagious illness such as the flu or noro-virus, please call me and do not come in. You will not be charged. I am not able to accommodate for sick children, headaches, car malfunctions, work emergencies, etc. I run my practice on the honor system and it has worked well. I am always open to discussing your needs around scheduling, please bring any concerns to session.
- If you do not show for session, I typically call to follow up. If I do not hear from you, I will not hold a spot in my schedule and your card on file will be charged for the no show.
- My EMR (electronic medical record) system sends a reminder email out the day before your appointment if you have given me permission to email you.

Contact and Communication

- I do not “friend” or connect with clients on social media sites such as Linked In, Facebook and other on-line sites.
- Limit use of e-mail and text messages to brief communication about appointments as I cannot guarantee confidentiality of those mediums, nor the timing of their delivery to my phone.
- Do not text to communicate more than brief information. Call and leave a message, we will communicate verbally. A general guideline to go by is, if it takes more than 6 words, call.
- You may contact me via the phone during the week if needed. Emergency phone calls of less than ten minutes are normally free. However, if we spend more than 10 minutes in a week on the phone, if you leave more than ten minutes worth of phone messages in a week, or if I spend more than 10 minutes reading and responding to emails from you during a given week I will bill you on a prorated basis for that time.
- **Do not use text, email or social media for crisis communication.** While I make every effort to respond to crises, I may not be available to speak with you when you call. If you are in crisis or an emergency please contact your local crisis line, call 911 or go directly to the emergency room closest to you. I will tell you well in advance of any anticipated lengthy absences, such as travel to conferences or vacation. _____

Financial Policies

- You are responsible for paying for your co-pay, co-insurance or session weekly unless we have made other firm arrangements *in advance*. My fee for a session is \$110.00. Initial intake sessions are \$150.00. If we decide to meet for a longer session, I will bill you prorated on the hourly fee. My fees go up \$10.00 every two years. If a fee raise is approaching I will remind you of this well in advance. If you have a documented financial hardship we can discuss a payment plan.
- I accept Anthem Blue Cross/Blue Shield. Some insurance companies have products that will reimburse you for therapy. I will provide any documentation needed for you to gain reimbursement from your insurance company.
- I accept cash, check or can swipe a credit card for payment. Checks should be made out to Camille Adams. A credit card number is requested to be kept on file with Create Positive Change LLC to cover any fees incurred you are not able to cover at the time of your visit such as co-pays, items not covered by your insurance or if you do not show for a scheduled session. _____
- I am not willing to have clients run a bill with me. I cannot accept barter for therapy. You are responsible for your bill, co-payment or deductible payment at the time of service.

Camille Adams, MA, LPC
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(804) 334-9169

- Any overdue bills will be charged 1.5% per month interest. If you eventually refuse to pay your debt, I reserve the right to give your name and the amount due to a collection agency.
- I accept cash, check or can swipe a credit card for payment. Checks should be made out to Camille Adams. A credit card number is requested to be kept on file with Create Positive Change LLC to cover any fees incurred you are not able to cover at the time of your visit such as co-pays, items not covered by your insurance or if you do not show for a scheduled session.
- Letters to other professionals are \$25 and up (depending on complexity).
- Court appearances and testimony is billed at \$200 per hour.
- My policy is a minimum of 24 hour notice to cancel an appointment. Late cancellation will incur a charge of \$110 to be charged to the credit card on file or paid prior to your next appointment.
- A credit card will be kept on file that is current to cover any fees or balances incurred. _____

Acknowledgement

I have read this statement, had sufficient time to be sure that I considered it carefully, asked any questions that I needed to, and understand it. I understand I am ultimately responsible for my bill even if I am using insurance or other third party payor. I agree to pay the fee of \$110.00 per session, \$150 for intake, and any other fees I accumulate as outlined in this document. I authorize use of my credit card for any balances to my account with Create Positive Change LLC such as no shows for appointments, non-payment of session fees or any other fees not covered by insurance if I am using insurance for my bill.

Signed: _____ Date: _____

Witness: _____ Date: _____