

CATHERINE KAPLAN, PH.D., LLC * 1816 West Point Pike, Suite 112 * Lansdale, PA 19446 *
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APPOINTMENTS AND CANCELLATIONS

Appointments are generally scheduled on a weekly basis until significant progress has been achieved. At that point, research indicates it is best to taper the frequency of the sessions to every other week, and eventually to decrease to “check-in’s” or “booster” sessions once a month or so. We will discuss your needs during sessions. Appointments begin at the scheduled time and continue for 45 minutes. Please be on time for your session in order to have your full session. I generally run on time, or very close to on time, and will do my best to be available at your scheduled appointment time. Requests to change the 45-minute session need to be discussed with the therapist in order for time to be scheduled in advance, if possible and feasible.

24-hour notice is required for all cancellations.

FEES

Fees are payable each session by cash, check, or major credit cards. There is no charge for appointments cancelled **at least 24 hours in advance**. You may leave a message canceling your appointment either by phone, secure messaging, or by email.

Please remember to cancel or reschedule 24 hours in advance. You will be responsible for the entire fee if cancellation is less than 24 hours, except in the case of emergency. Cancellations and re-scheduled session will be subject to a full charge if NOT RECEIVED AT LEAST 24 HOURS IN ADVANCE. 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.

Charges will be incurred for telephone calls that exceed 10 minutes. You will be charged for the actual time (over 10 minutes) spent on non-emergency phone calls.

Reports and/or letters you request, will incur a fee based on your regular per session fee.

A \$10.00 service charge (or higher, if higher fees are imposed) will be charged for any checks returned for any reason for special handling.

I am an in-network provider for ONLY Penn Behavioral Health insurance (Quest Behavioral Health as of July 2019) and Medicare. For all others, I will provide you with receipts you can submit to other insurance companies that reimburse for out-of-network providers. However, your insurance company is not likely to reimburse you for sessions missed with less than 24 hours notice or for telephone therapy sessions. It is your responsibility to contact your insurance to determine if they offer out-of-network benefits, what those benefits are, and how you submit for those benefits.

TELEPHONE ACCESSIBILITY

If you need to contact me between sessions, please leave a message on my voice mail. I am often not immediately available; however, I will attempt to return your call as soon as possible. Please note that Face- to-face sessions are highly preferable to phone sessions. However, in the event that you are sick or need additional support, phone sessions may be available. It is important to recognize, however, that insurance will not cover phone sessions.

EMERGENCIES

If a true emergency situation arises, please call 911 or any local emergency room, or go directly to the nearest 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). I believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it. Please note: Although I may have one or more social network account(s) in existence, I do not actively use social network sites, so I may not be aware if you try to contact me in this manner.

ELECTRONIC COMMUNICATION

I cannot ensure the confidentiality of any form of communication through electronic media, including text messages. However, I have an app that offers a way to communicate securely (the Spruce app). If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, I will do so. Please do not rely on email or phone calls for therapeutic issues, however. These are best handled in person during session time. While I may try to return messages in a timely manner, I cannot guarantee immediate response and request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies.

Services by electronic means, including but not limited to telephone communication, the Internet, facsimile machines, and e-mail is considered telemedicine by the State of California. Under the California Telemedicine Act of 1996, telemedicine is broadly defined as the use of information technology to deliver medical services and information from one location to another. If you and your therapist chose to use information technology for some or all of your treatment, you need to understand that:

- (1) You retain the option to withhold or withdraw consent 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) Your access to all medical information transmitted during a telemedicine consultation is guaranteed, and copies of this information are available for a reasonable fee.
- (4) Dissemination of any of your identifiable images or information from the telemedicine interaction to researchers or other entities shall not occur without your consent.
- (5) 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, consultations, support, reduced costs, improved quality, 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. Generally, the agreement is made that parents can share any information they would like to share with the therapist. The therapist may share diagnosis, general information about goals or progress or treatment in general, and treatment recommendations, but the specific content of the session is held in confidence. We can discuss this further at our first meeting.

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, if I become aware that a conflict exists, 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 do my best to provide you with a potential referral to another therapist, or suggestions as to how to find someone to treat you. You may also choose someone on your own or from another referral source.

Should you fail to schedule an appointment for six consecutive months, unless other arrangements have been made in advance, for legal and ethical reasons, I must consider the professional relationship discontinued.