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OFFICE POLICIES

Welcome to my practice. I am pleased to have the opportunity to serve you and hope that this handout will provide information helpful in making an informed decision concerning my services. If you have any questions or concerns about these policies or any other aspect of my practice, please feel free to discuss them with me at any time.

FEES: My fees are \$160 per individual counseling session, \$180 per couples counseling session, \$190 for family sessions, and \$170 per pre-bariatric surgery mental health assessments. Each session will last approximately 50 minutes. I strongly discourage counselor involvement in court proceedings due to the limits that places on confidentiality. However, if my services are deemed necessary, I charge \$320 per hour with a ½ day minimum for court appearances and associated time needed (ie: legal counsel, case prep, etc).

PAYMENT FOR SERVICE: Clients are expected to pay for services at the time they are provided unless other arrangements have been made. Payment may be made by using the Venmo app (If using the app, please download and connect to your preferred payment method before session). Clients are responsible for payment of all fees even if planning to bill an insurance company for reimbursement.

CANCELLATIONS: Your time is reserved for you. A minimum of 24 hours' notice is required for rescheduling or cancellation of an appointment. The full fee will be charged for missed sessions without such notification. If you are getting reimbursed from your insurance company, please note that many insurance companies will not provide payment for missed sessions.

MESSAGES: You may leave a message on my voicemail 24 hours a day, seven days a week at (512) 658-5452. Messages left on my voicemail will generally be returned within 24 hours, or by the next business day if left over a weekend.

EMERGENCIES: If you need to speak with someone immediately, please make use of the emergency services listed below:

24-hour Crisis Hotline	(512) 472-4357
Seton Shoal Creek Psychiatric Hospital	(512) 324-2000
General Emergency Number	911

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.

ELECTRONIC COMMUNICATION: I cannot ensure the confidentiality of any form of communication through electronic media. I 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.

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 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 provide you with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.

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

BY SIGNING BELOW, I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.