

Piper Psychological Services, LLC
Dr. Margaret Piper
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PRACTICE POLICIES

APPOINTMENTS, CANCELLATIONS, AND TARDINESS

The standard meeting time for an intake session (the first session) is 60 minutes. The standard meeting time for a psychotherapy session is 50 minutes. Requests to change the 50-minute session needs to be discussed with the therapist in order for time to be scheduled in advance.

While it is difficult to predict schedule changes, please inform me via email or Spruce as soon as you are aware that you will be late. If you are less than 15 minutes late for a session, you will lose some of that session time. If you are more than 15 minutes late to a session, the session will be cancelled. If the session is not able to be rescheduled for later in the same week, it will be counted as a full cancellation and the full fee will be applied. This is necessary because a time commitment is made to all clients and is held exclusively for you and other clients.

Please remember to cancel or reschedule appointments at least 24 hours in advance via email (contact@piperpsych.com) or Spruce. You will be responsible for the entire fee if cancellation is less than 24 hours. If we are able to reschedule the session for the same week, no cancellation fee will be applied.

Cancellations or reschedules will be subject to a full charge if **NOT RECEIVED AT LEAST 24 HOURS IN ADVANCE**.

TELEPHONE ACCESSIBILITY

If you need to contact me between sessions, please email me or leave a message on my voice mail. I am often not immediately available; however, I will attempt to return your call within 48 hours. Please note that face-to-face in-person or telehealth video sessions are highly preferable to phone sessions. However, in the event that you are out of town (still in the state of CO), sick or need additional support, phone sessions are available. Session policies, fees, and cancellation policy and fees for phone sessions are equivalent to in-person and telehealth fees. If a true emergency situation arises, please call 911 or any local 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.

ELECTRONIC COMMUNICATION I cannot ensure the confidentiality of any form of communication through electronic media. I will only message you using Spruce, email, and telephone. We will discuss communication preferences in sessions. Spruce text messaging will be used for issues regarding scheduling or cancellations, unless otherwise requested by client via writing. 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.

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 may also terminate therapy if I feel I cannot provide clinical services that would benefit you at the time due to a lack of specialized training on my part, due to a higher level of care being clinically appropriate, or due to non-compliance with treatment recommendations on your part. 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 who may be able to treat you. You may also choose someone on your own or from another referral source.

Should you not correspond with me via Spruce or email regarding scheduling and treatment for 45 consecutive days, I must consider the professional relationship discontinued. At this time you will receive a written email and letter to your listed home address stating that the therapeutic relationship is discontinued. You are welcome to reach out to begin services again in the future, but it will not be guaranteed that my schedule will be open and we will need to reinitiate beginning therapy processes (e.g., signing informed consent, intake session, practice policies). Additionally, as my fees may change over time, anyone who reinitiates after six months of the date of their last session may be subject to the current practice fee.