



ROCKY MOUNTAIN
PSYCHOLOGICAL SERVICES

NOTICE OF OFFICE POLICY

Welcome to Rocky Mountain Psychological Services

We provide services to children, families and individuals. We would like to orient you to our practice and inform you of our office policy.

➤ **Fees**

We accept cheques, credit cards, debit or cash as payment. Clients typically pay after each session and may later be reimbursed by a third party. A service charge of 1.5% will be applied to invoices outstanding after 30 days. We must be informed of any 3rd party coverage in advance if we are to bill the third party. Otherwise, the client will still be expected to pay for their session.

➤ **Deposit**

We reserve the right to request a deposit or retainer. The deposit will be applied to your last session or applied to any no-show appointment or cancellation made less than 48 hours in advance of your session.

➤ **Cancellation Policy**

Clients must provide 48 hours notice (2 working days) or the session fee will be charged to your account. If a third party is covering your session cost and will not accept a bill for a no-show or late cancellation appointment, the client will be responsible for payment of the session.

******Courtesy Reminder Call******

While we typically provide an appointment reminder service, it is the client's responsibility to adhere to the offices 48 hour cancellation policy.

➤ **What Services Can I Expect To Be Billed For?**

Sessions are typically 50 minutes in length. Billing occurs in 10 minute increments for services done outside the therapy session such as phone calls and letters. This calculated at one-fifth the session rate for each 10 minutes.

➤ **Use of the Office Space**

Our office space offers a "homey" environment. Therefore, we ask you to remain in the waiting area only and use the upstairs washroom. We require parents to ensure their child also follow these expectations.

➤ **Supervision of Children**

All children must be supervised by an adult while waiting in the waiting room. Parents / caregivers are expected to help their children pick up waiting room toys prior to leaving the area. Parents are also expected to return 15 minutes prior to the end of their child's session if they must leave while the child is in a session. You may be needed by a counselor for consultation. Please do not allow your child to be outside the office without you – child have a tendency to climb on the rails etc. and they could get injured.

➤ **Limits of Confidentiality**

All clients are provided with an information sheet outlining the limits of confidentiality.

I agree that I have received a copy and have read the **Notice of Office Policy and the Limits of Confidentiality Forms**. I understand the contents of these forms and realize they outline the guidelines for practice at Rocky Mountain Psychological Services.

Signed by: _____

Client

Witness

Therapist

Witness

Date: _____