

Strength to Grow Counseling, LLC
Amber Wood, LPC, RPT
Practice policies

Client name: _____

DOB: _____

Appointments and Cancellations

Appointments are scheduled in advance as agreed on by both therapist and client. Frequency of sessions are based on client's goals, treatment needs, and mutual availability of both parties. Payments for each appointment will be made through Headway by debit or credit card or ACH transfer.

Consumer must cancel at least 24 hours before individual's scheduled appointment to avoid a cancellation fee. No-shows or late cancellations will be charged 50% of the service amount.

Availability and After-Hours Emergencies

Provider checks for voice mail messages during normal business hours. Messages left outside of normal hours of operation will be picked up the next business day. If you are experiencing suicidal or homicidal thoughts, are in crisis, or need immediate help, please call 911 or go to the nearest emergency department.

Contacting Therapist

Clinician is often not immediately available by telephone as she may be meeting with other clients or completing other business tasks. At these times, client may leave a message on therapist's confidential voicemail. Messages will be returned within one to two business days for non-urgent matters.

Discharge Process

There are multiple reasons a professional relationship may come to an end. In these instances, the therapist will first discuss with the client the reasons for discharging, providing client with a list of other qualified providers upon request. The process of discharge length may be extended based on client's treatment needs, including continuing to provide emergency support for a designated period of time.

Please note that ongoing failure to pay for treatment, attend sessions, or communicate with therapist in a respectful and timely manner can also result in termination of services.

Client/Parent or Guardian Signature

Date