

# Practice Policies

## HEALING HOOF STEPS

### PRACTICE POLICIES

A credit or debit card is required to be kept on file for all clients who attend sessions at either program at Healing Hoof Steps (HHS). Late cancellation, no show fees and any applicable insurance copays will be billed to the card on file on the scheduled date of service.

### APPOINTMENTS AND CANCELLATIONS

Therapy is a commitment, and your scheduled sessions are reserved just for you. Please remember to cancel or reschedule 24 hours or more in advance to avoid any fees.

Late cancellations and missed sessions will be charged at a rate of **\$75.00** if NOT RECEIVED AT LEAST 24 HOURS IN ADVANCE of the scheduled appointment. This is necessary because a time commitment is made to you and this time is held exclusively for you. If you are late for a session, you may lose some of that session time. If you are more than 15 minutes late to session with no advanced notification, it will be considered a no-show. To reschedule, the late cancellation/no-show fee must be paid in full.

If you know you will be more than 15 minutes late to your scheduled session, please notify the office and you will have the option of a 30-minute office session. If you know you will be more than 20 minutes late to your scheduled session, the session will be late cancelled with applied fee, and you will be asked to reschedule.

If you have no-showed and/or late-cancelled **3 times within a 90-day period**, unless previous arrangements have been made, Healing Hoof Steps reserves the right to remove you from the schedule with no additional notice. You will be added to our wait list, should you choose, and rescheduled for a later date when openings become available.

### ILLNESS AND INJURY AS IT IMPACTS IN-PERSON SESSIONS

If your clinician is aware they are sick with a contagious illness, the Office Coordinator will notify you as soon as they are able to. Telehealth appointments may be offered as an alternative to cancelling your session. If the clinician must cancel due to illness or injury, you will be notified as soon as possible and there is no fee. If you are aware that you may be ill with a contagious illness, please notify the Office Coordinator to ensure that your appointment is rescheduled. If you attend a session in-person and are visibly ill with a potentially contagious illness, the clinician reserves the right to terminate the session early and the session will be charged with a late cancellation fee. Additionally, if you present to session under the influence of a substance, the clinician reserves the right to terminate the session for safety purposes.

### SEVERE/INCLEMENT WEATHER

In the event of severe/inclement weather (severe weather includes warnings for, or events of, tornadoes, hail, severe thunderstorms, temperature extremes, snow, ice, hurricanes, flooding, hazardous winds, and any other hazardous weather event), Healing Hoof Steps will close for in-person sessions for your safety and the safety of the staff. You will be notified as soon as possible and offered a telehealth session as an alternative. If you decline telehealth services, you may reschedule your session with no fee.

### TELEPHONE ACCESSIBILITY

HHS office hours are Monday-Friday 9am-4pm. Please note that individual clinicians may have hours that vary from office hours. If you need to contact your clinician between sessions, please leave a message with our Office Coordinator at 850-764-1005. Your clinician will attempt to reply within 72 business hours. If a true emergency situation arises, please call 911 or any local emergency room.

### EMERGENCIES

If you experience an emergency, you may call a hotline such as the **Crisis and Suicide Hotline at #988**, a **24/7 Domestic Violence (DV) Hotline at 800-799-7233**, or go to your nearest emergency room/department. The DV Hotline is confidential as long as the caller does not reveal any names. If you need psychotherapy beyond the scope and ability of our practice, then your clinician will review care options that might better match your needs.

### SOCIAL MEDIA AND TELECOMMUNICATION

Due to the importance of your confidentiality and the importance of minimizing dual relationships, Healing Hoof Steps clinicians and staff do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, Instagram, etc). We 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 the therapeutic relationship.

### ELECTRONIC COMMUNICATION

We cannot ensure the confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, we will do so. While we do try to return messages in a timely manner, we cannot guarantee immediate responses 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. If you and your clinician choose 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.

### COURT PROCEDURES

Clients are discouraged from having their clinician subpoenaed by non-judicial third parties. If you anticipate becoming involved in a court case, it is recommended that you discuss this fully with your clinician before you waive your right to confidentiality. If your case requires your clinician's participation, you will be expected to pay for the professional time required even if another party compels them to testify. Expert testimony fees are not the same as counseling fees.

Please note that Healing Hoof Steps clinicians will NOT voluntarily participate in any litigation or custody disputes. In the event we receive a subpoena to appear in court for legal proceedings, on behalf of you, your child, or another family member, the client will be charged directly for a retainer fee of **\$1500 per occurrence**. Other fees for correspondence, letter/report writing, reading, and any other related legal actions will be charged at **\$250 per hour**. These fees are required in advance. The fees apply regardless of the requesting source and are non-refundable. If the court date is postponed, you will be charged the full fee again.

### WEAPONS

Knives, guns, and weapons of any kind are not allowed in the office, pastures, or other outdoor premises. If you choose to conceal carry, please leave your weapon in your private vehicle.

### VOLUNTEERING

Once you enter into an agreement to receive mental health services with HHS, you are unable to transition into a volunteer position due to the standards of practice dictated by AHCA and codes of ethics of the licensing bodies of our mental health clinicians. Feel free to discuss any of this

with your clinician if you need clarification. Please read and indicate that you have reviewed this information and agree to it by filling in the checkbox at the end of this document.

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