



OFFICE POLICIES

Welcome to Heart Connection Center. You are taking an important and valuable step towards healing, improved personal wellness and/or personal growth and change. Please take a moment to read and complete this document, which describes our professional therapeutic services and business policies. It will serve as your agreement for personal treatment once the registration form is signed, so please discuss any questions or concerns you may have.

APPOINTMENTS and CANCELLATIONS: Psychotherapy appointments are scheduled on, at least, a weekly basis. It is best to arrange your appointments for the same time each week. Sessions begin and end on time. Appointments are generally 45 minutes in length for individuals, 90 minutes for couples. Since successful treatment requires continuity, you should plan ahead to avoid any problems in coming to your appointments. Cancelled appointments **24 hours** in advance will relieve you of any financial obligation for that time slot. Failure to cancel within **24 hours** will result in your being billed the full fee of your scheduled session

CONFIDENTIALITY: Your communications, conversations and records, as well as the knowledge that you are a patient are confidential and privileged information, as defined by professional ethics and the laws of the state of Florida. This is outlined in the HIPAA statement.

Information cannot be released to anyone without your expressed consent. The exceptions to this rule are situations involving dangerousness to self or others, child abuse and certain legal situations, in which case the appropriate authorities need to be notified.

For minors, those under the age of 18, parents have the right to review the treatment record. In most cases HCC will enter into an agreement with the patient and his/her parents whereby the parents are to receive periodic reports of treatment progress. Unless you are at risk to hurt yourself or others, information provided will be general and reviewed with the minor prior to the update.

If you are seeing a psychiatrist or family physician for psychotropic medication, you will need to provide a written release of information so that HCC may confer with your doctor for the purpose of furthering your treatment.

FEES & PAYMENT: Payments are due at the time of your visit. Cash or checks are accepted. Please write checks in advance of the session. Your HCC Therapist will let you know where to make checks payable. Returned checks due to insufficient funds will incur a \$25 charge.

HEALTH INSURANCE: HCC does not participate with health insurance companies. However, if you have out of network benefits in your policy, some portion of the fee of therapy may be reimbursed, Please advise us if you would like a statement with the codes and information required to submit to your insurance company for reimbursement.

CONTACT: When necessary, feel free to contact HCC between sessions. We prefer contact by email (Office@HeartConnectionCenter.com). You may also leave a message via voicemail 24 hours a day. Please leave a message and a number where you can be reached. Every attempt is made to return your phone call the same day. If you leave a non-urgent message on the weekend, your call will be returned the next business day. Please inform HCC if you do not want to be contacted via email.

EMERGENCIES: If there is an emergency and you reach the voicemail at 561-203-9280, please leave a message. Messages are checked frequently. If this is a life threatening emergency, please call 911 or go to the nearest hospital emergency room. Other resources for urgent help include the Hendersen Clinic (954-782-8510) and Nova University Clinic (954-475-7300) in Broward County; and South County Mental Health Center (561-495-0522) or Forty-fifth Street Mental Health (561-849-5000) in Palm Beach County.