



Haley Weiss, MA, LPC. NCC
Haley Weiss Counseling, LLC
1315 South Allen Street, Suite 302, State College, PA 16801
Phone: (814) 826-3646 | Email: haley@hweisscounseling.com

PRACTICE POLICIES

The policies outlined in this document are more thoroughly explained in the informed consent document.

Haley Weiss/Haley Weiss Counseling, LLC is currently in the process of working with various insurance providers. Please inquire about current providers.

Normal business hours for Haley Weiss Counseling, LLC are Tuesday through Thursday from 9:00am to 5:00pm and Fridays from 9:00am to 12:00pm (current as of January 1, 2024). Closed on Mondays as well as Saturdays and Sundays.

Appointments and Cancellations

Please remember to cancel or reschedule your session at least 24 hours in advance. If you need to cancel your session and you give at least 24 hours notice prior to your scheduled session time, you will not be charged any late cancellation fees. Any notice less than 24 hours will result in being charged your full session fee as agreed upon. This is necessary because a time commitment is made to you and is held exclusively for you. I have complete discretion on waiving that fee for sickness or other events.

If you are 15 minutes late or more to a session and have not communicated with the therapist that you are running late, I will operate under the assumption that you are not coming/are a no-show for the session and charge you the cancellation fee associated with your session.

The standard meeting time for psychotherapy is 50 minutes. It is up to you, however, to determine the length of time of your sessions. Requests to change the 50-minute session needs to be discussed with your therapist in order for time to be scheduled in advance and may be subject to an increase in session cost.

Fee Policy

Haley Weiss Counseling only accepts limited insurances. All other services not accepted by insurance will be self-pay/out-of-pocket only. The standard self-pay rates are \$100 per 50 minute session, and \$120 for the 60-80 minute initial intake session. A sliding scale between \$45-\$90 may be available if you are not financially able to pay the full amount. If I am not able to meet your financial needs or do not take your insurance, I will provide you with a referral. If you need to cancel an appointment, please tell us at least 24 hours ahead of time; otherwise, you will be charged for the missed session.

Payment is due at the time of service. It is the policy of this business to keep a debit/credit card on file which will need to be provided **prior** to your first session. You may also pay by HSA/FSA card. If you would like to use an

HSA Card, we ask that you provide a second debit/credit card to have on file in the event that funds are deficient on the HSA account at the time of service. Your specific credit/debit card information will be stored securely within Simple Practice.

If payment has not been received for two (2) consecutive sessions in a row, Haley Weiss Counseling has the right to suspend further services until balance is paid in full, or other arrangements have been discussed and agreed upon between therapist and client.

Any delinquent payments after 30 days will be automatically charged to the authorized card on file.

A \$20.00 service charge will be charged for any checks returned for any reason for special handling.

Telehealth/Teletherapy Policies

Telehealth (video services) are available for sessions when you are within the state of Pennsylvania. Please refer to consent to receive telehealth services form for more specific details regarding telehealth services. Below are a few items that are important for you to know moving forward with therapy services either in person or solely via telehealth.

- Due to the complex nature of variable laws between different states, it is this practice's policy that we will not conduct any sessions when you, the client, are outside of Pennsylvania. There are very limited exceptions to this policy and will be discussed on a case by case basis.
- If you are on vacation, visiting home in a different state, or moving to a new location, I will not hold a video session during your time out of Pennsylvania. Please let me know in advance when you will be out of town, moving home (if you are a student), or moving to another state to plan appropriately.

Telephone Accessibility

If you need to contact me between sessions, please leave a message on my voicemail. I am often not immediately available; however, I will attempt to return your call within 24 hours. 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, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or

cancellations, I will do so. 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.

Crisis Situations

If you are experiencing a mental health crisis or emergency after normal business hours, please call **911** or go to your local ER immediately. If you are in the Centre County region, you may call the Centre County crisis line at **(800) 643-5432** which is available 24 hours, 7 days a week. You can also call or text the National Suicide and Crisis Hotline at **988** where you will be able to communicate with someone immediately should you find yourself in crisis. You are solely responsible for all costs arising from such care.

Maintenance of Client Records

As a client, you may request a copy of your records at any time. Haley Weiss/Haley Weiss Counseling, LLC will maintain your Client Record (consisting of contact information, reasons for therapy, notes, etc.) for a period of seven (7) years after the termination of therapy or the date of our last contact, whichever is later. Haley Weiss/Haley Weiss Counseling, LLC cannot guarantee a copy of your Client Record will exist after this seven-year period.

Minors

If you are a minor, your parents may be legally entitled to information about your therapy. I will discuss with you and your parents what information will be shared and which issues may be more appropriately kept confidential.

Termination (AKA, Ending Therapy)

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 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 to treat you. You may also choose someone on your own or from another referral source.

Should you fail to attend a previously scheduled or rescheduled appointment for three (3) consecutive sessions, unless other arrangements have been made in advance, for legal and ethical reasons, I must consider the professional relationship discontinued.

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

Printed Name: _____

Signature: _____ Date: _____