

Practice Policies

Promise Pathways Mental Health Counseling, PLLC.

www.promisepathways.com

APPOINTMENTS/CANCELLATIONS

Please remember to cancel or reschedule your appointment 24 hours in advance to avoid any fees/charges. Should you choose not to cancel 24 hours in advance, you will be responsible for the full visit fee based on the credentials of your clinician (review the fee schedule).

If you have an EMDR appointment that is usually an hour and a half, your late cancellation fee will be \$100.00. This is necessary because a time commitment has been made to you and is held exclusively for you. It is important that you attend your sessions on time. Please keep in mind that if you are late, your clinician cannot extend the session to accommodate the full 45 minutes. Lateness creates challenges to your therapist in their ability to provide the best possible care for your and other clients.

The standard meeting time for psychotherapy is 35-45 minute sessions. It is up to you, however, to determine the length of time of your sessions. Requests to increase the time of your sessions to 60-minutes must be made to your therapist in advance. Keeping in mind that some therapists cannot accommodate the requested change due to prescheduled clients.

It is expected that you will upload your credit card information or FSA Card or Health Savings Card to the portal and it is your responsibility to keep up to date. Should we be unable to reach you to process copays and other payments, there will be a 3% charge added to your fees.

TELEPHONE ACCESSIBILITY

If you need to contact your therapist between sessions, please leave a message on our automated number, 631-440-1080. Your therapist will reach out to you within 48-hours. Please keep in mind that often our clinicians are in-session and cannot address your call immediately. Should you have an emergency, our recommendation is to go to the nearest emergency room or contact 911.

SOCIAL MEDIA/TELECOMMUNICATION

Due to our commitment to maintaining confidentiality and the importance of preventing a violation of our professional ethics, we will not accept any friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, Snapchat, etc.). We do encourage you to follow our professional websites located on Facebook (PromisePathways) or on Instagram (@promisepathways) or on Twitter (Promise Pathways @StephanieColac1).

ELECTRONIC COMMUNICATION

Please be aware that this practice nor its clinicians can ensure the confidentiality of communication through text messages. The only method of secure communication available to you is by downloading the Simple Practice app and communicating through your portal to your clinician. If you prefer to communicate via text messages, we will respond in a timely manner, however, understand that we are not responsible for the information that you choose to share via e-communication.

If you choose to communicate using an e-method, please let your clinician know so that they can document your preference.

Services by electronic means, including internet, email, facsimile machines or text is considered telehealth by NYS Office of the Professions.

NYS defines telehealth as:

Services by electronic means, including but not limited to telephone communication, the Internet, facsimile machines, and e-mail is considered telehealth and is the provision of professional service over geographical distances by means of modern telecommunications technology. Telepractice is used by many professionals in a growing number of areas including, but not limited to, health care (telehealth). (NYS Public Health Law Article 29-G).