

STARFISH EXPERIENCE INCORPORATED

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PRACTICE POLICY

WELCOME

Welcome to Starfish Experience and this process called psychotherapy! We look forward to supporting you and collaborating with you for healing and change. Below is information regarding our practice policies. Please read carefully and feel free to let us know if you have any questions or concerns.

THERAPY SERVICES

We offer individual and family psychotherapy for adolescents and adults. Currently, we are only seeing clients via telehealth. We utilize treatment techniques appropriate to the needs of each client. In our first session together, we will evaluate your needs and goals for treatment. Successful psychotherapy is as much about rapport and trust with your psychotherapist as it is about technique. Therefore, we always welcome your engagement and honest feedback. There is no set length of treatment. Some issues can be worked on effectively in a relatively short amount of time, and others take longer. While it is difficult to estimate, length of treatment can be discussed in your initial session and re-evaluated during treatment. You can choose to terminate at any point. Regardless of when termination occurs, it is always best to allow for one final session for purposes of reviewing the work we have done together and for closure.

PAYMENT

We are "in network" for many insurance companies. Please check your mental health coverage before beginning to determine whether you have a deductible to reach or a copay. For any payment we will require a credit card to keep on file and at the end of every session we will charge the card at the agreed amount before therapy begins.

If you are not covered by insurance or we do not accept your insurance, our private pay rate is \$140 per session.

APPOINTMENTS/CANCELLATIONS

Sessions are approximately 50-55 minutes in length. While most clients come on a weekly basis, some come two times a week while others come every other week. Frequency of appointments will be mutually agreed upon and scheduled in advance. Impromptu appointments are also possible if we have availability to see you. If you need to cancel or reschedule, please do so by text or call with at least 24 hour's notice. If you cancel within 24 hours notice, there will be no charge. However, if you cancel less than 24 hours in advance or if you do not show at all for an

appointment, there will be a \$75 cancellation/no show fee. If you are late, we will still need to end the session on time.

CONTACT INFORMATION

You can reach your therapist by telephone or text or email. If we are unavailable, please leave a message and we will get back to you as soon as possible. We will make every effort to get back to you within 24 hours. If you have a mental health emergency, please seek help immediately by calling 911, contacting your nearest emergency room, or calling the county emergency mental health line at

201-262-HELP (4357). If your therapist is away and unreachable for any reason, they will let you know in advance.

Client Signature _____

Date _____