

Tina Bollendorf, MFT

Psychotherapy Office Policies and Consent to Treatment

Please read the following carefully and feel free to discuss any questions that you have. Individual changes can only be made if they are agreed upon in advance.

DURATION OF TREATMENT: There is no standard length of treatment. Duration is based on your individual needs as mutually assessed on an ongoing basis.

FREQUENCY OF SESSIONS: Sessions are generally once or twice weekly, depending upon your needs. Additional sessions can usually be scheduled when the need arises.

LENGTH OF SESSIONS: Each session is 50 minutes long. I will be prepared to begin and end our sessions on time.

PAYMENT: Payment is due at the beginning of each session, unless otherwise arranged.

INSURANCE: Since I do not bill insurance companies directly, I will provide you with a monthly statement for you to submit to your insurance carrier for reimbursement if applicable.

CANCELLATIONS: Since the scheduling of an appointment involves reserving a time specifically for you, a minimum of 24 hours notice is required for re-scheduling or canceling an appointment. Without such notice, the full fee will be charged for missed sessions.

VACATIONS: Please let me know of vacations or other planned absences with as much advance as possible and I will do the same. I will also gladly provide you with a referral to a colleague in my absence if you want it.

PHONE CALLS: Please feel free to phone. I will return your call as soon as possible. There is no charge for brief phone calls; if you need more time we can schedule an additional session. If an emergency situation arises, indicate it clearly in your message, and if you need to talk to someone right away, call the Alameda County Suicide Crises Hotline (800) 309-2131 and/or the national suicide hot line (800) SUICIDE 784-2433; or the Police: 911. Please do not use e-mail for emergencies. I do not always check my e-mail daily.

E-MAIL CORRESPONDENCE: Computers and e-mail can be relatively easily accessed by unauthorized people and, hence, can compromise the privacy and confidentiality of such communication. Please limit email correspondence to scheduling or practical matters and not as a forum for exploring clinical matters.

RISKS AND BENEFITS: While it has been repeatedly demonstrated that psychotherapy is of benefit to most people, there is no guaranteed outcome. Risks include unexpected reactions that may be quite uncomfortable. You should keep me informed of your general emotional state and any reactions that you have to the therapy, however slight. Expected benefits can include some resolution to specific concerns that brought you to therapy, improved interpersonal relationships, lifting of depression, lessening of anxiety, and increased understanding of your thoughts, feelings, and behaviors.

