

Practice Policies

The Child and Family Therapy Center at Lowry, LLC

PRACTICE POLICIES- these are general, each therapist in this collective will have their own as well.

APPOINTMENTS AND CANCELLATIONS Please remember to cancel or reschedule 24 hours in advance. You will be responsible for the entire fee if cancellation is less than 24 hours.

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 the therapist in order for time to be scheduled in advance.

A \$25.00 service charge will be charged for any checks returned for any reason for special handling. Unless an exception is made, a credit card on file is required to make an appointment.

Cancellations and re-scheduled session will be subject to a full charge if NOT RECEIVED AT LEAST 24 HOURS IN ADVANCE. This is necessary because a time commitment is made to you and is held exclusively for you. If you are late for a session, you may lose some of that session time.

TELEPHONE ACCESSIBILITY If you need to contact your therapist between sessions, please leave a message on the voice mail. Your therapist is often not immediately available; however, they will attempt to return your call within 24 hours. Please note that Face- to-face sessions are preferable to phone/video sessions. However, in the event that you are out of town, sick or need additional support, phone/video sessions are available. If a true emergency situation arises, please call 911, 988 or go to the nearest local emergency room.

SOCIAL MEDIA, ONLINE PRESENCE & DIGITAL COMMUNICATION POLICY

Personal Social Media Accounts

To protect your confidentiality and to maintain clear professional boundaries, therapists in this practice do **not** accept friend or connection requests from current or former clients on personal social networking platforms (e.g., Facebook friends, LinkedIn connections, private Instagram accounts).

Adding clients to personal accounts may compromise confidentiality and blur the boundaries of the therapeutic relationship.

If you have questions about this, we welcome discussion during session.

Public Professional Accounts

This practice maintains public professional accounts for educational and informational purposes (e.g., Instagram, Substack, YouTube, media appearances, podcasts, website blog content).

Clients are welcome to follow or view these public accounts. Because these platforms are public and educational in nature:

- Following a public account does **not** establish a therapeutic relationship.
- Viewing or engaging with public content does **not** replace psychotherapy.
- Public content is provided for educational purposes only and is not individualized psychological advice.

Therapists will not engage in therapy-related conversations through social media platforms.

Direct Messaging (DMs) and Online Messaging

Direct messages sent through social media platforms are **not monitored for clinical communication** and should not be used for:

- Scheduling
- Clinical questions
- Crisis communication
- Therapeutic discussions

Please contact your therapist directly through the designated secure communication method provided at intake.

We do not provide therapy, crisis intervention, or clinical consultation via social media messaging.

Commenting & Confidentiality

To protect client privacy:

- Therapists will not respond to comments in ways that acknowledge or confirm a current or past therapeutic relationship.
- If a client chooses to comment publicly, that choice is voluntary; however, therapists cannot reciprocate in ways that identify them as a client.

Clients are encouraged to consider their own privacy before interacting with professional content online.

Online Reviews

Due to confidentiality and ethical obligations, therapists in this practice do not solicit testimonials from current or former clients.

If a client chooses to leave a public review, therapists will not respond in a way that confirms or denies a therapeutic relationship.

Crisis Communication

Social media and website contact forms are **not appropriate for urgent or crisis situations**.

If you are experiencing a mental health emergency, please:

- Call 911
- Contact 988 (Suicide & Crisis Lifeline)
- Or go to your nearest emergency room

This practice does not monitor social media in real time and cannot ensure immediate response. There may also be third party contractors creating content and monitoring accounts so privacy is not ensured.

Internet Searches & Online Information

Therapists do not search for clients online. If clinically relevant information is discovered online, it will be addressed transparently in session.

Group Practice Consistency

All clinicians affiliated with this practice follow consistent ethical guidelines regarding social media and digital communication in accordance with:

- Colorado state law

- HIPAA regulations
- The American Psychological Association Ethical Principles

If you have questions about digital boundaries, we encourage open conversation during your appointment.

GOOD FAITH ESTIMATE (FEE TRANSPARENCY)

Our group collective is committed to transparency regarding professional fees.

Because we are a collective, each clinician sets their own fee based on training, specialization, and experience. Fees vary by provider and service type. We do not offer sliding scale rates.

Current fees are available upon request and will be discussed prior to the start of services so that you can make informed decisions about care.

In accordance with the **No Surprises Act**, clients who are not using insurance have the right to receive a “Good Faith Estimate” of expected charges for services. This estimate outlines the anticipated cost of treatment based on the information available at the time it is provided. If you receive a bill that is substantially higher than your Good Faith Estimate, you have the right to dispute the charges as outlined in federal guidelines.

We encourage clients to discuss any questions about fees, billing practices, or financial concerns prior to beginning treatment. Our goal is to ensure clarity and transparency so there are no unexpected costs.

ELECTRONIC COMMUNICATION & TELEHEALTH

Electronic Communication

While we take reasonable steps to protect your privacy, we cannot guarantee the confidentiality of communication transmitted through electronic means, including email and text messaging.

If you prefer to communicate via email for scheduling, billing, or cancellation purposes, we will make reasonable efforts to do so. However:

- Electronic communication should not be used to discuss therapeutic content. There is a secure messaging platform within our practice portal that can be used.
- Electronic communication should not be used for urgent or emergency matters. And if so, you can use “confidential mode” when sending through email.
- We cannot guarantee immediate response to emails, texts, or voicemail messages.

For emergencies, please call 911, contact 988 (Suicide & Crisis Lifeline), or go to your nearest emergency room.

Telehealth Services (Telemedicine)

In the State of Colorado, psychotherapy provided via video, telephone, or other electronic means is considered telehealth.

Telehealth involves the use of secure technology to deliver mental health services when the therapist and client are in different locations.

If you and your therapist choose to use telehealth for some or all of your treatment, please understand the following:

1. Voluntary Participation

You have the right to withhold or withdraw consent for telehealth services at any time without affecting your right to future care.

2. Confidentiality Protections

All existing confidentiality protections apply equally to telehealth services. We use secure, HIPAA-compliant platforms when conducting video sessions.

3. Access to Records

You retain the right to access your clinical records in accordance with Colorado law.

4. No Release of Identifiable Information Without Consent

Identifiable information will not be shared with researchers or third parties without your written authorization, except as required by law.

Potential Benefits and Risks of Telehealth

Potential Benefits May Include:

- Increased convenience and flexibility
- Improved access to care
- Reduced travel time and costs
- Greater continuity of care

Potential Risks May Include:

- Technology interruptions or failures
- Reduced ability to observe certain nonverbal or environmental cues
- Possible limitations in assessing subtle behavioral or physical indicators

Although telehealth is effective for many individuals, some clinical situations may require in-person evaluation or referral to a higher level of care. We will discuss recommendations with you if that becomes necessary.

MINORS

If the client is a minor, parents or legal guardians may have legal rights to certain information regarding treatment.

At the same time, effective therapy with children and adolescents often depends on creating a space where the minor feels safe to speak openly.

We will discuss with both the minor and parent(s)/guardian(s):

- What types of information will be shared
- What will remain confidential
- How safety concerns will be handled

Our goal is to balance parental involvement with the minor's developmental need for privacy in accordance with Colorado law.

NON-DISCRIMINATION & ADA COMPLIANCE

Our practice is committed to providing services in a respectful, inclusive, and non-discriminatory environment.

We do not discriminate on the basis of race, color, ethnicity, national origin, religion, sex, gender, gender identity, sexual orientation, age, disability, marital status, socioeconomic status, or any other characteristic protected by applicable federal or Colorado law.

In accordance with the Americans with Disabilities Act (ADA), we provide reasonable accommodations to individuals with disabilities to ensure equal access to our services. If you require accommodations related to mobility, communication, sensory needs, or other accessibility concerns, please notify us so we may work collaboratively to meet your needs and if we cannot reasonably accommodate you or your child's needs we will work with you to find an appropriate referral that can.

Our goal is to create a therapeutic environment where all individuals are safe, respected, and supported.

TERMINATION OF SERVICES

Ending therapy is an important clinical process. When possible, we encourage a planned termination process to provide closure and review progress.

The length and structure of termination depend on the nature and duration of treatment.

We may recommend termination or referral if:

- Treatment goals have been met
- Services are no longer clinically appropriate
- Therapy is not being effectively utilized
- Financial obligations remain unpaid despite attempts to resolve them

We will make reasonable efforts to discuss termination prior to ending services and, when appropriate, provide referrals to other qualified providers.

Clients are free to request referral to another therapist at any time and may seek services elsewhere.

If a client does not attend sessions or schedule appointments for three consecutive weeks, and no prior arrangements have been made, we may consider the professional relationship discontinued for legal and ethical reasons.