

# BEFORE WE START

## REQUIREMENTS

1. Be in a state Sarah is Licensed in  
(Currently Florida, Georgia, and South Carolina)
2. Provide address of present location at every session.
3. No driving while meeting.
4. Your *Informed Consent* form must be signed before any ability to meet.
5. You must provide an *Emergency Contact*.

## RECOMMENDATIONS

*These aren't required but giving the proper time and respect to yourself and your therapist will produce the best and quickest result from therapy.*

1. Be in a private space with no one else able to hear your conversation.
2. Sit at a computer or have your phone stably fixed to one spot with the "Do Not Disturb" setting on.
3. Have a stable internet connection.

*Cancellation Fee*

\$85 after 24 hours

BEFORE SCHEDULED  
APPOINTMENT TIME



## FINANCES

1. If you know you will need to cancel or reschedule your appointment, failure to do so 24 hours before your scheduled appointment time will result in an \$85 missed appointment fee. If you have an emergency, please let your therapist know as soon as you can and she will waive the fee.
2. You are required to keep a credit card on file with all platforms used for billing. Please see the respective companies' consent forms for further information regarding any failure to pay for services.
3. For billing purposes your insurance provider will be informed of your diagnosis, the amount of time you were in session, service code, your treatment recommendation, and location when meeting with your therapist. The exception to this is if your chart is randomly chosen to be audited to assure that your clinician is asking the correct questions. They are not concerned with the specifics of the information you provided.



## CONFIDENTIALITY

1. What happens in your session stays in your session. What your therapist has a duty to report is any intent to harm yourself or someone else and abuse of a child. If you are a member of the U.S. Military there is a duty to report any domestic violence to your Commanding Officer.
2. If you would like your therapist to be able to talk to anyone about your care you can be sent a release form to fill out. Otherwise they cannot confirm or deny they know of you. The exception to this is reaching out to the emergency contact you provided in the case of a serious concern.



## TELEHEALTH

1. Virtual therapy or Telehealth is the lowest level of care possible. Your therapist will consistently assess for appropriateness of continuing to meet virtually. Substance abuse, eating disorders, suicidality, and psychosis are only appropriately treated virtually at the maintenance level.
2. Your sessions are only as private as you make them. On the end of your provider, they will always assure complete privacy both in their environment and via the platforms used for services. You are responsible to assure your own privacy.
3. There is always risk of interruptions due to technical issues. This can be detrimental to the quality of processing in session. This is why it is recommended to be on a stable Wifi connection usually within a building.



## TREATMENT RECOMMENDATIONS

1. Starting out, weekly or every other week sessions are best for both becoming more comfortable with your therapist and how quickly you see results from therapy.
2. It is best to find a time you can meet consistently as it lowers the risk of missing appointments. Being able to follow up consistently is important for quality of treatment and ability to progress. It can be dangerous to begin processing without a commitment to resolving the issue.
3. Meeting less frequently will be a mutual decision between both the therapist and client. Your preferences and finances are always considered.



## EMERGENCIES

- 1.** If you are experiencing an emergency, please reach out to 911, 988 (the Suicide and Crisis Hotline), or go to your nearest emergency room. If you have a history of concerning thoughts you will be required to complete a safety plan with your therapist. It is recommended that you also do some research to find the hospital in your area with the best mental health care reviews so you can identify your preference for any involuntary hospitalizations.
- 2.** Your therapist maintains strict boundaries around communication outside of normal work hours and will not be accessible as a safety measure to prevent burnout for them self. You may not hear back from your therapist for 48 work day hours. If you do not hear from your therapist after two days, feel free to remind them of your question. If you are in need of more continuous support, you and your therapist can discuss a referral to a higher level of care.

**THANK YOU FOR  
TRUSTING ME WITH  
YOUR CARE. IT IS AN  
HONOR TO BE A PART  
OF YOUR JOURNEY.**

## Contact Info

### EMAIL

**sarah@luminouscounselingjourney.com**

*(You may receive emails from this address via a HIPAA compliant platform when I need to send out a general message)*

### WEBSITE

**[luminouscounselingjourney.com](https://luminouscounselingjourney.com)**

### PHONE

**904.203.8189**