



PRACTICE INFORMATION

About Our Therapists: Learn about all our therapists at: <http://www.northshorefamilyservices.com/our-therapists/>

Contacting Your Therapist: The quickest, most efficient way to reach your therapist is via email. Dori can be reached at dori@northshorefamilyservices.com, Ally can be reached at ally@northshorefamilyservices.com, and Leslie can be reached at leslie@northshorefamilyservices.com. You may also leave a message on our confidential voice mail at 847-668-4295, but it is best to inform us via email that you have left a message, as we are able to check voice mail less frequently. When children or adolescents are in therapy, frequent parent/therapist contact is essential to success. It is recommended that you send a weekly update about your child or teen via email.

Confidentiality: Information about you and your therapy will be kept confidential and will not be released to those outside this practice without your written consent unless required by law. See HIPAA Privacy Notice form. When children or adolescents are seen in therapy, their communications are kept confidential, even from parents, except in cases of potential threat to the child's safety. However, general feedback about the child's experience and needs is provided to parents, and the child or teen is made aware of this.

Frequency of Appointments: Successful therapy involves a consistent, regularly scheduled appointment time. Depending on the goals of therapy, weekly sessions (sometimes more frequent sessions) are usually recommended, at least initially.

Consistency of Appointments: You and your therapist will work together to determine a mutually convenient weekly appointment time (or times), and your therapist will hold that time for you. Please plan to meet at that time every week, unless other arrangements are made. In the case of child and adolescent clients with extracurricular activities that may frequently conflict with therapy appointments, we will help you determine the best solution, given your child's overall needs. In some cases, we may recommend that therapy appointments be given priority over extracurricular activities, at least temporarily.

Parents often ask whether to bring children or teens to therapy if the child is feeling ill. Our policy is that children/teens should not come if they are running a fever, are clearly in the contagious stage of an illness, or are so ill they cannot talk or play. Otherwise, children should come even if they are feeling somewhat under the weather, have a cold or cough, stayed home from school that day, don't feel like coming, etc.

Length of Sessions: Sessions are generally 45 minutes long, but in some cases, 60, 75, or 90-minute sessions may be recommended or needed, depending on individual and family needs. You and your therapist will determine that prior to your appointment. Usually, initial sessions are 45-60 minutes.

Cancellation Policies: Although we believe that continuity and consistency of appointments are important for successful therapy, North Shore Family Therapy does realize that there will be times that you or your child will be unable to attend a scheduled therapy session for unavoidable reasons. **In order to avoid charges for scheduled appointments, appointments must be cancelled by 8 AM on the day of the appointment. Please note: Charges for sessions that are not cancelled in advance cannot be billed to insurance companies.** Obviously, the soonest you know that you will need to cancel, the easier it will be to reschedule your appointment or allow another client to utilize the appointment time you are unable to attend. We will have to charge a **full session fee** if you fail to attend a scheduled appointment and/or do not cancel by 8 AM on the day of the appointment, except in the event of an emergency. If appointments are cancelled 3 consecutive sessions, you and your therapist will discuss taking you, your

child, or adolescent off the schedule for that day/time. Should you have difficulty making your therapy payments, please discuss the matter with us right away. We make every effort to make appropriate payment arrangements, but if necessary, delinquent accounts are referred for collection and clients or parents/guardians of minor clients are responsible for all additional collection costs and attorney's fees.

Fees, Billing, and Payment: North Shore Family Services is an in-network provider for Blue Cross Blue Shield. However, regardless of your insurance status, you are ultimately responsible for the balance of your account for any professional services rendered and any and all charges not paid by medical insurance (even if you refuse to sign this form). We ask for copayment (if applicable) at the time of service for Blue Cross Blue Shield subscribers. For all other subscribers or self-pay, we require full payment at the time of service in the form of cash or check. As a courtesy to you, we will submit your claim for reimbursement to your insurance carrier on a weekly basis. Fees are based on a 45 minute session and are prorated for longer sessions. Your fee will be discussed at your initial appointment. Initial sessions with client and/or parent will involve a more detailed assessment session.

Emergencies: Your therapist does not carry a pager and often cannot be reached immediately by phone. If there is an emergency, please contact your therapist via email or text. If it is an urgent matter that hasn't been responded to within 2 hours, clients are urged to call 911 or go to their nearest hospital emergency department.

I consent to receiving services with North Shore Family Services, LLC and understand/agree to the above:

Signature of Client- age 12+

Date

Parent's Signature

Date