Empire Minds
INTEGRATED THERAPY

303 Fifth Avenue, Suite 1714, New York, NY 10016
26 Court Street, Suite 1002, Brooklyn, NY 11242

OFFICE POLICIES AND PROCEDURES

Welcome! We look forward to working with you. We ask that you read through our office policies to help us set the framework of our work together. Please do not hesitate to ask any questions.

FIRST APPOINTMENT: In the first session appointment we will meet for 45 minutes to obtain a history and understanding of the current symptom presentation. We want to understand what you are looking for in coming into treatment and any goals you may have. At the end of this appointment, we will discuss a formulation and treatment recommendations.

REGULAR APPOINTMENTS: All office visits are by appointment and are scheduled for 45 minutes unless otherwise specified. Sessions are typically weekly at the same time each week. Depending on the severity of symptoms and the effectiveness of treatment, we may meet more or less frequently.

CANCELLATION/RESCHEDULING: Therapy sessions must be canceled at least 48 hours in advance to avoid being charged your session fee. Please know that insurance companies do not cover this fee.

FEES AND PAYMENT: We ask you that you provide payment either at the end of each session or once you receive the invoice at the end of each month. Payment is due no later than the 15th of the following month. Payment can be made by cash, check, or credit card. Checks can be made payable to Empire Minds Integrated Therapy Practice. Any checks returned are subject to an additional fee of $35.00 to cover the bank fee that is incurred. If payment is refused, we reserve the right to use an attorney or collection agency to secure payment.

Other services, such as phone calls (over 15 minutes), attendance at meetings, travel to/from meeting, or any other service you request will be billed on a pro-rated basis in 15-minute increments.

INSURANCE AND REIMBURSEMENT: At Empire Minds we do not currently accept insurance, nor are we a part of any insurance panel. Many health insurance plans will help pay for therapy and other services offered, as an “out-of-network” provider. At the end of each month you will receive a bill that you can submit to insurance. Please note however that not all insurance companies reimburse for out-of-network providers.

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PROFESSIONAL RECORDS: State law, federal law, and the standards of my profession require me to keep treatment records. Therapy notes are currently kept electronically in SimplePractice, an electronic health record and billing system. Any additional paper records are maintained in a secure location in the office. Brief records are kept, noting that you or your child were here, reasons for seeking therapy, the goals and progress set for treatment, a diagnosis, topics discussed, medical, social, and treatment history, records received from other providers, copies of records sent to others, and billing records.

CONFIDENTIALITY: Policies about confidentiality as well as other information about your privacy rights, are fully described in a separate document entitled Notice of Privacy Practices. You have been provided with a copy of that document and we have discussed those issues. Please remember that you may reopen the conversation at any time during our work together.

ELECTRONIC COMMUNICATION: We cannot ensure the confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, we will do so. While we may try to return messages in a timely manner, we cannot guarantee immediate response and request that you do not use these methods for assistance during an emergency.

EMERGENCY PROCEDURES: In the event an emergency please contact 911or go to your local emergency room.

I AM ACKNOWLEDGING THAT I HAVE READ, UNDERSTOOD, AND AGREED TO ALL PARTS OF EMPIRE MINDS INTEGRATED THERAPY PRACTICE'S OFFICE POLICY STATEMENT. I AGREE TO THE FEE AND POLICIES AS STATED.

NAME

_____

SIGNATURE

_____

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intake@empiremindsnyc.com