



Pax Therapy Solutions, LLC | 879 NE Main St. Suite B | Simpsonville, SC 29681 | 864-252-9069

Practice Policies

APPOINTMENTS AND CANCELLATIONS

Please keep in mind that any cancellation or reschedule request within 48 hours of your scheduled session will be considered a late cancellation. The late cancellation fee structure is as follows; 24-48 hours' notice will incur a half session fee and less than 24 hours' notice will incur a full session fee. All missed (no show) appointments will be a full session fee.

The standard meeting time for psychotherapy is 50-60 minutes. Requests to change the 50-60 minute session needs to be discussed with the therapist in order for time to be scheduled in advance. If you choose to leave the appointment early, you will be charged for the full fee. If you are late for a session, you may lose some of that session time. Please talk to the therapist in advance for any special accommodations requested.

Cancellations and rescheduled sessions will be subject to a fee if NOT RECEIVED AT LEAST 48 HOURS IN ADVANCE. This is necessary because a time commitment is made to you and is held exclusively for you. (HSA-Health Savings Account funds are not eligible for paying for any late or missed appointments.)

TELEPHONE ACCESSIBILITY

If you need to contact us between sessions, please leave a message on our voice mail. We are often not immediately available; however, we will attempt to return your call within 24 hours during our operating week (Monday-Friday). You may also send your clinician a secure message through your TherapyNotes portal, if you have the ability to do so. If a true emergency situation arises, please call 988 (suicide and crisis hotline), 911, or visit any local emergency room.

SOCIAL MEDIA AND TELECOMMUNICATION

Due to the importance of your confidentiality and the importance of minimizing dual relationships, we absolutely do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). We believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it.

ELECTRONIC COMMUNICATION

Due to new (2025) federal guidelines on text messages, we will no longer offer text messaging as an option.

We cannot ensure the confidentiality of any form of communication through electronic media. If you prefer to communicate via email for issues regarding scheduling or cancellations, we will do so, though contact via phone or TherapyNotes secure message is preferred. While we will try to return messages in a timely manner, we cannot guarantee immediate response and request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies.

Services by electronic means, including but not limited to telephone communication, the Internet, and e-mail are considered telemedicine by the States of South Carolina and North Dakota. Telemedicine is broadly defined as the use of information technology to deliver medical services and information from one location to another. If you and your therapist chose to use information technology for some or all of your treatment, you need to understand that:

1. You retain the option to withhold or withdraw consent at any time without affecting the right to future care or treatment or risking the loss or withdrawal of any program benefits to which you would otherwise be entitled.
2. All existing confidentiality protections are equally applicable.
3. Your access to all medical information transmitted during a telemedicine consultation is guaranteed, and copies of this information are available.
4. Dissemination of any of your identifiable images or information from the telemedicine interaction to researchers or other entities shall not occur without your consent.
5. There are potential risks, consequences, and benefits of telemedicine. Potential benefits include, but are not limited to improved communication capabilities, providing convenient access to up-to-date information, consultations, support, change in the conditions of practice, improved access to therapy, better continuity of care, and reduction of lost work time and travel costs.

Effective therapy is often facilitated when the therapist gathers within a session or a series of sessions, a multitude of observations, information, and experiences about the client. Therapists may make clinical assessments, diagnosis, and interventions based not only on direct verbal or auditory communications, written reports, and third person consultations, but also from direct visual and olfactory observations, information, and experiences. When using information technology in therapy services, potential risks include, but are not limited to the therapist's inability to make visual and olfactory observations of clinically (potentially) relevant issues such as: your physical condition including deformities, apparent height and weight, body type, attractiveness relative to social and cultural norms or standards, gait and motor coordination, posture, work speed, any noteworthy mannerism or gestures, physical or medical conditions including bruises or injuries, basic grooming and hygiene including appropriateness of dress, eye contact (including any changes in the previously listed issues), sex, chronological and apparent age, ethnicity, facial and body language, and congruence of language and facial or bodily expression. Potential consequences thus include the therapist not being aware of what he or she would consider important information, that you may not recognize as significant to present verbally to the therapist.

MINORS

If you are a minor, your parents may be legally entitled to some information about your therapy. We will discuss with you and your parents what information is appropriate for them to receive and which issues are more appropriately kept confidential.

TERMINATION

Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. The appropriate process of the termination depends on the length and intensity of the treatment. We may terminate treatment after appropriate discussion with you and a termination process if we determine that the psychotherapy is not being effectively used or if you are in default on payment. We will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If therapy is terminated for any reason or you request another therapist, we will provide you with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.

Should you fail to schedule an appointment or eliminate communication for 30 days consecutively, unless other arrangements have been made in advance, for legal and ethical reasons, we must consider the professional relationship discontinued, and your chart will be marked "inactive."

CLIENT STATUS

There may also be times when you choose to take a break from therapy or hold off until further notice. After 30 days of non-contact, as mentioned above, your chart will be marked "inactive." This simply means that you are no longer considered a current client. If at any time you wish to resume therapy, please give us a call and indicate so, and we will mark your chart "active" once again, assuming we have collaboratively re-addressed the treatment focus and identified the purpose for resuming therapy.

BY SIGNING BELOW I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.

Signature

Date