



Therapy Help Center Co., LTD.

## Therapy Help Center Co., LTD. POLICY AGREEMENT

**This Agreement defines the policies and rights of our patients.**

**Please read this document carefully.**

### **Rights and Cautions**

- You may ask questions about the therapy process at any time.
- Therapy is most effective when you are open and speak honestly about your emotions, experiences and history.
- Therapy explores emotionally provoking subjects that can create strong and challenging emotions. These emotions may continue after your therapy session ends.

### **Privacy and Confidentiality**

- Consultations with relevant mental health or medical professionals outside Therapy Help Center Co. LTD. may occur on your behalf as part of your treatment program.
- The therapy room is a safe and confidential space where you can freely explore feelings and thoughts of any type. As part of this exploration you may take written or typed notes for review, but audio, video or transcription devices of any kind are prohibited.
- We do not create audio or video recordings of therapy sessions at any time.

### **Appointments**

- All office visits are by appointment only.
- If you cancel your appointment less than 24 hours prior to its date and time, or do not keep your appointment, you must pay the full amount of your appointed session.
- If you arrive late for your appointment it will end at its original scheduled time.
- If you are more than 20 minutes late for your appointment and do not notify our office your appointment may be cancelled, and you must pay the full amount of your appointed session.
- If you are ill and cannot keep your appointment notify our office on or before 9:00 a.m. the day of your appointment and no fees will apply.

### **Fees**

- Patients must pay for services in full at the time of their appointment.
- If you owe a balance for services, and make a request for records from our office, the request will be held until you pay your balance in full.



Therapy Help Center Co., LTD.

### **Emergency Contact**

- Emergency contact with the Therapy Help Center is not normally available after business hours. If you are in crisis, and not in physical danger, you may call or email our offices and we will do our best to respond to you as quickly as possible. If you are in danger proceed to the nearest hospital and contact our offices when possible.

In some situations, we may need to contact someone other than you if we feel you or someone relevant to your treatment is in danger or crisis.

**Please enter the name and details below for your emergency contact.**

Their Name: \_\_\_\_\_

Their Relationship to You: \_\_\_\_\_

Their Phone Number: \_\_\_\_\_

Their E-Mail Address: \_\_\_\_\_

Their City (and if necessary their Country): \_\_\_\_\_

### **ACKNOWLEDGMENT**

I, \_\_\_\_\_, acknowledge that I have read and agree to the terms of the **POLICY AGREEMENT** with Therapy Help Center Co., LTD.

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**Policy/September 1, 2016**  
**Revised/February 19, 2020**