

PRACTICE POLICY STATEMENT
WHITNEY VAN NOUHUYS, PhD, MFT

Confidentiality: Generally what goes on in our sessions is confidential and I will not discuss you or give information about you without your written permission. There are, however, certain exceptions which I describe here and in the Notice of Privacy Practices.

(1) When I am away, another mental health professional will cover my practice. I may give that person information about you, and s/he will maintain your confidentiality as per California state law. (2) To insure quality care, I might consult with another mental health professional about your case. In that event, I will not use your name nor explicitly identify you. (3) California state law requires these exceptions to your right to confidentiality: a) child abuse or neglect, b) elder abuse, c) a threat to life of another person, d) if due to a mental disorder, you are in imminent danger of harming yourself or you are gravely disabled (unable to provide food, clothing or shelter for yourself).

Fees & Payments: My fee for a 50 minute psychotherapy session, individual or conjoint, including initial consultation session, is \$140. I will provide you a monthly statement. If you do not have insurance, I expect payment in full at each session or when I provide your monthly statement. If you do have insurance, I expect payment of your co-payment or deductible at each session or when I provide your monthly statement. At your request I will prepare a claim for your insurance company, but you are responsible for the full fee, whether or not you receive reimbursement from your insurance company.

I am not an in-network provider with any insurance plans at this time. Some plans do reimburse for treatment with out-of-network providers, and it is worth checking with your plan to find out what your benefits are.

Cancellations & Missed Appointments: I request that you notify me at least 24 hours before our scheduled appointment time if you must cancel your appointment. Unless you are acutely ill, or I can reschedule a make-up appointment for you before your next regularly scheduled appointment, I may charge your full fee if you have not given me advance notice.

Telephone & Emergency Procedures: If you need to contact me between sessions, leave a message on my office answering system, along with your number. I will return your call as soon as possible (if I do not, please leave a second message, since problems occasionally occur with answering machines). If an emergency arises, please indicate it clearly in your message and follow the answering system's instructions regarding emergency contacts.