

Office Policies

Video Recording

At the initial consultation and on occasion—with your acknowledgment—Creative video records you or your child's interaction with the therapists for use within our practice. Note that we will always inform you before video recordings and you can refuse or terminate them at any time. Since we work as a team, these recordings significantly support our internal discussions and contribute to the ultimate efficacy of our treatments. If you don't ever want us to record, please let us know and we will modify your record to indicate such.

Therapist assignment – occasional substitution

Improving the ability to relate is an important part of our therapy—both with the primary therapists and a substitute from time to time. Creative will assign one or more primary therapists to work with you or your child and those therapists will provide service the majority of time. On infrequent occasion and with careful consideration Creative will assign a substitute therapist for scheduling or clinical reasons and will inform you in advance.

Appointment Responsibilities - Late Cancellation / No Show Fees

At Creative **we plan and prepare for each appointment** prior to the client's arrival. Late cancellations or missing appointments without notice (“no shows”) are disruptive to our therapists and make it more difficult to provide affordable effective services. Missed appointments that are not made up within a week undermine treatment momentum and efficacy.

A **Routine Cancellation** is any cancellation made **more than 24 hours** prior to the appointment time. In the case of an emergency, injury or sudden illness, a **Routine Cancellation** can be made **as late as 8 AM** of the day of the appointment. While there is no fee charged for **Routine Cancellations**, we strongly encourage clients to make them up to maintain **Effective Attendance**.

Effective Attendance is attending **at least 85%** of your scheduled appointments. Inability to maintain an **Effective Attendance** may result in the loss of an ongoing appointment time slot.

A **Late Cancellation** is any cancellation made **less than 24 hours** prior to the appointment time. In the case of an emergency, injury or sudden illness, a **Late Cancellation** is one made **after 8 AM** of the day of the appointment and more than **1 hour before** the appointment. Late cancellations may be made up within a week, otherwise there is a \$50 per session fee that must be paid prior to the next appointment (\$100 for a double session). This fee is **not** covered by insurance.

A **No Show** occurs when **no notification** of a cancellation is given prior to the appointment time or when notification is **less than 1 hour** prior to the appointment time. There is a \$130 per session fee that must be paid prior to the next appointment (\$260 for a double session). This fee is **not** covered by insurance. Two **No Shows** occurring within any 6 month period may result in the loss of a recurring appointment time slot.

Records Retention

Creative retains client medical records according to the rules established by the Commonwealth of Virginia.¹ We will retain records for a minimum of six years following the last encounter or if the client is a minor until the client reaches 18 years old—whichever comes last.

Acknowledgment

By signing below client indicates that he or she has read and understood this document: Office Policies.

Client: _____

Parent (if minor): _____

Signature: _____ **Date:** ___ / ___ / ___

¹ 18VAC85-20-26. Patient Records....D. Practitioners shall maintain a patient record for a minimum of six years following the last patient encounter with the following exceptions: 1. Records of a minor child...shall be maintained until the child reaches the age of 18 or becomes emancipated, with a minimum time for record retention of six years from the last patient encounter regardless of the age of the child;