



CBT Pinellas LLC Policies and Procedures

Disclaimer: This document is regularly undergoing review and revision, and CBT Pinellas LLC reserves the right to change, update, revise, or amend any existing policy or procedure contained in this document at any time, as well as to adopt new policies and/or procedures whenever deemed necessary. Clients will be notified of any changes to this document.

1. Office Hours

Office hours are: Monday 4:00PM – 9:00PM
Tuesday and Wednesday 1:00PM – 9:00PM
Thursday OFF
Friday 3:00PM – 9:00PM

All client sessions are by appointment only, and appointments outside of normal business hours can be scheduled for clinical emergencies as needed.

2. Communication

The CBT Pinellas direct business telephone number is (727) 463-1938. Please use this phone number as your primary method of communication.

Email Communication: CBT Pinellas uses email communication solely for the purpose of distributing information (Monthly Statements, Videos, etc.) to clients and for administrative issues. Because email is not completely secure or confidential, CBT Pinellas DOES NOT send, receive, or respond to emails pertaining to clinical, therapeutic, or personal information. This information is to be shared directly in the context of a scheduled, clinical session. Emails that are received that are of a clinical or therapeutic nature will be deleted immediately.

Text Messaging: Texting is reserved for administrative concerns and not for clinical issues.

Social Media Communication: CBT Pinellas cannot ethically interact with current clients using social media websites:

*We do not accept 'Friend' request on Facebook, or 'Follow' clients on Twitter or accept 'Connection' requests on LinkedIn.

3. Emergency Services

DBT Clients: DBT clients are expected to use the Crisis Response Plan prior to utilizing the Skills Calls service. If experiencing an emergency outside of CBT Pinellas' business hours, please call 911.

Non DBT Clients: Please call 911 for all emergencies occurring outside of the session time.

4. Appointment Duration

Individual, couples, and family sessions are 60 minutes, 90 minutes, or 120 minutes.
DBT Skills Group sessions are 120 minutes.

5. Cancellation Policy

It is required that clients provide notice of cancellation at least 24 hours prior to the scheduled appointment; however 48 hours' notice is preferred. If a client cancels an appointment without providing notice of at least 24 hours, a \$100 cancellation fee will be due at the beginning of the client's next appointment or will be charged to the client's credit card, if there is a credit card on file. Clients needing to cancel their scheduled appointment but are willing to reschedule the appointment in the same business week of their originally scheduled appointment, will not incur cancellation fees

provided the therapist is also available to reschedule within the same week. In the event of illness or a work related emergency, a client has the option to change their scheduled appointment to a phone, WebEx session, thereby preserving treatment progress and avoiding cancellation fees.

6. Termination: Discharge from Therapy

Termination of therapy (i.e. discharge from therapy) is a large part of treatment planning starting at the onset of the therapy commitment. Termination from therapy is best when agreed upon together by both the client and the therapist. At the time of termination from therapy, it is critically important to the future success of the client that sufficient time is given to prepare for a successful discharge. This process requires planning and preparation that starts at the onset of treatment and is revisited throughout the course of treatment. Therapy termination serves as a specific tool, bringing closure to the therapeutic relationship by reviewing the overall progress the client has made, interventions that helped the treatment's success and any constructive feedback for the therapist regarding ways to improve future therapeutic interactions with other clients.

7. Concerns

Clients having any questions or concerns about the type of treatment they're receiving, the quality of treatment, the treatment's effectiveness, or any other concerns, please feel free to bring up these concerns during your appointment. Our time together, in therapy, is meant to improve your quality of life, and our time in therapy can only be effective if you are getting everything out of each therapy session that you need to improve your emotional and mental wellbeing.

8. Professional Consultation

Out of respect for the honor and the integrity of my profession and the work that we do together in therapy, CBT Pinellas therapists regularly attend and participate in peer DBT consultation, which allows for continued and ongoing professional development. During the DBT consultation meetings, client-cases are discussed in order to provide you, the client, with the best possible care and also to provide expert training and feedback for each DBT therapist; DBT consultation meetings ensures all therapy provided to CBT Pinellas clients remains fully adherent to the researched model of DBT treatment. Consultation meetings may also include training and feedback within other evidence based models of treatment, but are primarily focused on the DBT model alone. The therapy process is collaborative in nature; therefore, clients are informed about any consultation received in regards to their cases through the consultation team process.

9. Privacy and Confidentiality

All written and electronic records of therapy sessions are kept confidential, and all records housed at the CBT Pinellas office remain locked and stored behind two locked doors. As a therapy client, you have privileged communication. Clinical information disclosed in therapy sessions, and the written records of those sessions are confidential and may not be revealed to anyone without your written permission, except where law requires disclosure. Most of the provisions explaining when the law requires disclosure are described in the following sections:

When Disclosure Is Required by Law: Disclosure is required when there is a reasonable suspicion of child, dependent or elder abuse or neglect and when a client presents a danger to self, to others, to property, or is gravely disabled.

When Disclosure May Be Required: Disclosure may be required in a legal proceeding. If you place your mental status at issue in litigation that you initiate, the defendant may have the right to obtain your therapy records and/or my testimony. In couple or relationship therapy, or when different family members are seen individually, confidentiality and privilege do not apply between the couple or among family members. I will use my clinical judgment when revealing such information.

Emergencies: If there is an emergency during our work together or after termination in which the therapist becomes concerned about your personal safety, the possibility of you injuring someone else, or about you receiving psychiatric care, the therapist will do whatever possible within the limits of the law to prevent you from injuring yourself or another, and to ensure that you receive appropriate medical care.

Release of Information: Considering all of the above exclusions, with your written consent, your therapist may release limited information to any person/agency you specify, unless it is concluded that releasing such information might be harmful to you.

10. Financial Information

The cost for therapy is determined at the time of the initial assessment with each client and is based on the type of treatment needed for the client. Payment for each therapy session is due, in full, at the time of each session. CBT Pinellas LLC does not accept any form of insurance.

11. Client Records

If a client requires copies of their medical records from CBT Pinellas LLC, a written request for these records must be provided. CBT Pinellas LLC will provide a copy of the client’s records within 30 days following the request. The following fees apply for providing copies of records: (fees are determined based on the costs of materials and time needed to process each request): \$1.50/page of black/white records, \$2.00/page for color records.

12. Dual Relationships

Therapy never involves sexual, business, or any other dual relationships that could impair objectivity, clinical judgment and therapeutic effectiveness or could be exploitative in nature.

13. Copyrighted Material

During the course of your treatment at CBT Pinellas, you will be given a variety of written, audio, and video materials by way of a paper handout, a link to an audio/video file on the Internet, or a CD/DVD that may contain an audio or video file. These materials are for you and you alone, unless otherwise stated by your therapist. These materials are the sole property of CBT Pinellas and are protected by copyright under the laws of the United States and by foreign laws. These materials have been given to you by your therapist in order to help you in your journey toward mental and emotional wellness. With that being said, the above stated materials that have been given to you were specifically prepared for you and for your individual needs. Such material may be copied for personal, noncommercial use only with all copyright or other proprietary notices retained. Such material may not be distributed, modified, sold, reproduced, reprinted or posted in any form, including to a website without the prior, written approval of CBT Pinellas, LLC.

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CBT PINELLAS Therapist and Credentials	Date
_____	_____
Printed Name of Client of CBT Pinellas, LLC	Date
_____	_____
Signature of Client of CBT Pinellas, LLC	Date
_____	_____
Printed Name of Guardian of Client of CBT Pinellas, LLC	Date