



## **Policies and Procedures**

Thank you for considering Central Psychological Services, LLC for providing your mental health care. This document lists the policies and procedures of Central Psychological Services (CPS). If you have questions or concerns with any of the policies and procedures described in this document, please raise them with your clinician. Your clinician is available to answer any questions you may have about the practice.

***Psychological Emergencies:*** In the event of a psychological emergency occurring during business hours (**7:00 AM-5:00 PM Monday through Friday**), here are the steps to take:

1. Call your clinician at (317) 780-1610
2. If our clinician does not return your page quickly enough, call the Crisis Line at **(800) 273-8255**, or **911**, or go directly to the nearest hospital emergency department.

Your clinician makes a concerted effort to respond to calls as soon as is reasonably possible. However, it is important to understand that they do not interrupt counseling sessions to respond to pages. Thus, because therapy sessions can be up to 1 ½ hours long, it may be as long as two hours before the call will be returned. Also, the phone may not be able to receive signals in all locations at all times and technological failures are possible; thus, it is important to leave a voicemail as a backup. Your clinician usually checks their voicemail several times per day. **Should an emergency occur outside of business hours, contact the Crisis Line or 911, or go to the nearest hospital emergency department.**

***Cancellations and Failed Appointments:*** CPS requires a 24-hour cancellation notice. You may cancel an appointment by leaving your clinician a voicemail at any time of the day or night. Your clinician's voicemail has a time and date stamp on it. You will be charged for cancellations made less than 24 hours in advance at the rate agreed upon in the Payment Contract, which is usually the regular clinical rate for the appointment. Failed appointments are also charged at the rate agreed upon. If it appears that you will not be able to make it in to the office for your appointment, you may request to have your session by phone or other means, at the discretion of your clinician. Exceptions to the cancellation policy can be made for sudden illnesses, car accidents, severe weather, emergencies, etc. These exceptions are determined at the discretion of your clinician.

***Confidentiality:*** Your contact with CPS is kept confidential with the exceptions provided for by law. See the Notice of Privacy Practices for more details. Others working in a professional capacity (e.g. transcriptionists, psychological testing assistants, administrative assistants) may also have some limited access. Please indicate any special instructions or limitations on writing to you at your home address or calling you at home, work or cell phone numbers on the *Client Information Form*.

***Financial Responsibility:*** You are ultimately financially responsible for your treatment. If you experience problems in paying for your services at the agreed-upon rate, it is very important that you discuss this with your clinician as soon as is reasonably possible.

Client initials: _____
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## ***CENTRAL PSYCHOLOGICAL SERVICES, LLC***

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Financial need is not a reason for discontinuing services at CPS, as a sliding fee scale may be available to clients with financial need. Cash, personal checks, money orders, health savings/flex spending accounts, debit and credit cards are all acceptable forms of payment. Delinquent accounts are subject to interest as detailed in the Payment Contract and may be sent to a collections agency. NSF checks are subject to a \$25 charge.

***Childcare:*** Children are not to be left unattended in the waiting room.

***Medications:*** Your clinician does not prescribe or monitor medications. Consult your psychiatrist, physician, or prescription provider for medication information.

***Termination of Services:*** Clients at CPS come for assessment and/or treatment voluntarily. Thus, they may end their assessment or treatment at any time. The following are grounds for CPS to end treatment with a client:

- 1 ***Safety Concerns:*** In order to maintain a secure environment for the therapeutic work, clients may not bring weapons to the office or make threats against the personal safety of Dr. Cadwallader, their families, or other clients. Failure to follow this policy is grounds for the termination of the professional relationship.
- 2 ***Failure to Participate in Treatment:*** If a client routinely fails to come for appointments, cancels appointments, does not schedule appointments, or insists on a session frequency that is insufficient for therapeutic progress, Dr. Cadwallader will raise these issues with the client. If the situation cannot be resolved, a client's failure to adequately participate in treatment is a reason for termination.
- 3 ***Failure to Improve:*** If it appears that the treatment Dr. Cadwallader offers is not helpful in addressing the clinical problem, Dr. Cadwallader has an ethical obligation to refer the client for services that seem likely to be of greater benefit.

**I understand and agree to abide by the above stated policies and agreements with Central Psychological Services, LLC. I certify that I have received a copy of these Policies and Procedures for my own records.**

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Signature of Client/Legal Guardian

Date

*(In a case where a client is under 18 years of age or is otherwise legally incapable, a legally responsible adult acting on his/her behalf)*

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Clinician

Date