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Office Policies

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Welcome.

On your first visit, I will discuss the policies of my office and some of the parameters of care you will receive here, such as the importance of confidentiality. Please feel free to discuss any of these matters with me in more detail.

I will ask you to sign a form attesting that you have been given access to this document and that you agree to accept the terms. You may always ask me for a paper copy of these forms.

The Therapeutic Relationship

Finding the right match between therapist and client is important. During our first few sessions I encourage you to notice how comfortable you feel with me, how confident you feel in our work, and if we are in agreement on common goals for the therapy. If you feel uncertain about any aspects of our work, please let me know and we can either work on the addressing the issue or I can help you find someone who will be a better match for you. Likewise, during our first few sessions, I will also be considering how my skill sets and therapeutic style are a match for your needs. I will let you know if I think someone else would be a better fit.

At any time during our work, please feel comfortable bringing up preferences or any misgivings about how we are working. These things can be difficult to talk about in any relationship, and therapy is a good time to develop a comfort in expressing your preferences and dissatisfactions.

I follow the ethical standards of the American Psychological Association (APA). Among other things, this means that I will keep what you tell me confidential (that is, private) and will keep our relationship professional and respectful.

Fees, Payments, and Billing

My current regular fees are as follows. You will be given an advanced notice if my fees should change.

- Initial 60-minute intake session: \$200.
- Individual therapy 45 minute session: \$150.
- Couples therapy 45 minute session:\$150
- Legal Paperwork (FMLA, disability, workers compensation claims) \$180 per hour
- Individual therapy 80-minute session: \$220 (self-pay only)
- Corporate consultation: \$250 hour
- Other consultation/supervision: to be arranged
- Telephone consultations: \$175 per hour over 5 minutes. No charge for calls about appointments or similar business.

Please pay for each session at the time of service. I accept cash, checks, or credit card. If you think you may have trouble paying your bills on time, please discuss this with me.

Missed/Late Sessions

I will reserve a regular appointment time for you into the foreseeable future. I am rarely able to fill a canceled session unless I have a week's notice. If you are unable to keep an appointment, I request that you give me at least 24 hours' notice, although more notice is always quite helpful. I will bill you for appointments that you do not cancel within 24 hours of the appointment time. Your insurance company will not pay for missed appointments and you will be responsible for the full fee. If we can reschedule our session during the same week or early the next week, this fee will not apply. Sometimes emergencies happen which prevent you from keeping your reserved time, and I do not charge a fee for infrequent emergencies.

If you arrive late to a session, we must still end at the regularly scheduled time.

Vacations/Other Absences

I will make every attempt to inform you in advance of any of my planned absences, and provide you with a name and phone number of the therapist covering the practice. Likewise, please let me know of your planned absences as soon as you can, so I can plan my schedule accordingly.

Statements

I typically only email a statement if a client has an outstanding balance after ending treatment. However, if you ever would like a statement, for tax or HSA purposes for example, please let me know.

If You Have Health Insurance Coverage

I am in-network with Blue Cross Blue Shield, Yale Health Magellan, and am an out-of-network provider for all other insurance companies, assuming your policy has an out-of-network benefit. Magellan and some other plans require pre-authorization. You can find out co-pay, pre-authorization requirements, deductible, and any other limitations by calling the phone number on the back of your card.

I am happy to bill your insurance for you. However, please remember that your insurance contract is between you and the insurance company. You ultimately are responsible for paying the fees that we have agreed upon—not the insurance company. If you choose to use your insurance to pay for my services, you should be aware that your contract with your insurance company requires that I provide it with information relevant to services I provide for you. Sometimes, insurance companies will require that I provide information about your symptoms, diagnosis, treatment plan, and progress. I will make every effort to release only the minimal amount of information necessary for the purpose requested. If you wish, I will discuss with you the content of any reports I supply.

Contacting Me

Due to the nature of my work and schedule, I am often not immediately available by phone. You can always leave a message on my confidential voicemail, and I will return your call as soon as I can. Generally, I will return messages within 24 hours during my working week, which is Monday through Friday and I will make every effort to do the same on the weekends. Please know that when you or I use a cell phone, it may not be secure.

You can also contact me about appointment scheduling via phone or text at 203-393-8775 or via E-mail at kathryngwhite@mac.com. I check E-mail at least once a day on weekdays. Do remember that E-mail and text are not entirely confidential as system administrators and others may potentially be able to access our messages to each other and errors in email and text are common.

Emergencies: If you need immediate help or if you believe that you cannot keep yourself safe, please call 911 or go to the nearest hospital emergency room and ask for the psychiatrist on call. The emergency room physician should be given a release to speak with me.