



Through the Trees Practice Policy

Appointments and Cancellations

Through the Trees Therapy utilizes Headway to schedule appointments, bill insurance companies, collect payments, and contact insurance providers. Appointments can be scheduled concurrently for two weeks in advance based on frequency discussed, treatment needs and goals, and our mutual availability. Payments for each appointment will be made through Headway by debit or credit card or ACH transfer.

You may cancel appointments in advance without charge, if I am notified 24 hours in advance. The cancellation fee is \$80 for no-shows and same day cancellations. For the first appointment no-show or same day cancellation, I will provide a friendly reminder of the cancellation policy, the fee, and will waive the first charge. Outside of medical, familial, or personal emergency following this reminder, clients will be charged a late fee. If your session is scheduled on a Monday and you need to cancel, the 24-hour notice begins on Sunday.

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Availability and After-Hours Emergencies

Through the Trees Therapy will check all messages during normal business hours of 10am-6pm on Monday through Friday. Messages left outside of normal hours of operation will be picked up the next business day. All inquiries or communication over the weekend will receive a response by next week's business day. Because I am an outpatient provider, I am not able to provide all forms of harm reduction. For example, if I am a professional listed on your safety plan to contact during an emergency, I may not be available for after-hour support. If you are experiencing suicidal or homicidal thoughts, are in crisis, or need immediate help, please call 911, 988 the suicide and crises hotline, or go to the nearest emergency department.

Contacting Me

Throughout the work week, I am often not immediately available by telephone. Because I cannot answer my phone when I am with clients or otherwise unavailable, you may leave a message on my confidential voicemail, and I will return your call. I will try to respond on the same day, however it may take 24-48 hour response for non-urgent matters. I will make every attempt to inform you in advance of planned absences and provide you with the name and phone number of the mental health professional covering my practice if services are needed in my absence. If I need to cancel an appointment at the last-minute, I will reach out as soon as possible and reschedule.

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Discharge Process

There are several reasons why we may eventually end our professional relationship. You may decide you would prefer to work with a different provider. I may reach the conclusion you would be better served working with someone else. Regardless of the case, I will first discuss with you the reasons for discharging, and if you request, provide you with a list of other qualified providers. I will also extend the discharge process length, if necessary, based on your treatment needs, including continuing to provide emergency support for a time-limited period after you have been notified of the end of our treatment relationship.

Please note that ongoing failure to pay for treatment, attend sessions, or communicate with me in a respectful and timely manner can also result in discharge from my practice. In some cases prior to discharge, the client and therapist will create a no-show contract listing the expectations of session attendance, and what will take place if expectations aren't met. In these instances, to ensure you have continued access to care, I will still make every reasonable effort to get in touch with you and provide referrals to a new provider before I consider our therapeutic relationship terminated.