

OFFICE ETIQUETTE for TELEHEALTH

From the Office of Dawn Stremel, MA, LMFT

Licensed Marriage and Family Therapy

When my clients observe these reasonable office policies, I am better able to provide consistent, punctual, and professional services for all:

- *Make it a habit to be ready to open your telehealth invitation on time for your appointment
- *Phone/text ahead if you are running a few minutes behind
- *Plan to pay for your session the day of your appointment (credit cards, health savings account cards, and debit cards are accepted)
- *Phone 24 hours in advance if you need to cancel or reschedule (48 hours is even better!)
- *If you do miss an appointment – it is your responsibility to call me. I do not have time to remind you that you failed to show for an appointment!
- *Late cancelations and missed appointments are billed at the full clinical rate
- *Use the Crisis Line at 360-586-2800 when in crisis
- *Refrain from texting and emailing me confidential information
- *Limit outside of session contact to setting/changing appointments, requesting referrals, or discussing insurance/payment issues
- *PLEASE HAVE A PRIVATE ROOM FOR YOUR TELEHEALTH SESSION. I **DO NOT** WELCOME OTHER FAMILY MEMBERS OR FRIENDS INTERRUPTING YOUR SESSION!
- *Friendly pets are always welcome during your telehealth session
- *Keep track of your appointments and make your therapy sessions a priority!