

Practice Policies

Yapriah Life & Healing PLLC

New Client Policy Notice

Welcome to our practice. Please review the following policies to ensure clarity and transparency in our therapeutic relationship.

1. Practice Overview

Yapriah Life & Healing PLLC is a private mental health practice offering individual, couples, and family therapy via secure telehealth platforms. Our mission is to support healing, empowerment, and emotional growth in a safe and compassionate space.

2. Appointments & Cancellations

- Sessions are typically 50 minutes in length unless otherwise agreed upon.
 - Cancellations require at least 24 hours' notice. Late cancellations or missed appointments (no-shows) may result in a fee, 100% Client responsibility.
 - Repeated missed sessions may result in discontinuation of services.
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3. Telehealth Services

- All services are conducted via secure, HIPAA-compliant video conferencing.
 - Clients are responsible for ensuring a private, distraction-free environment and stable internet connection during sessions.
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4. Communication Policy

- Secure messaging via the client portal is the preferred method for non-urgent communication. We cannot ensure the confidentiality of any form of communication through electronic media, including text messages.
 - Phone calls or emails will be returned within 24–48 business hours.
 - Therapists do not provide emergency services. In a crisis, call 911 or go to the nearest emergency room.
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5. Fees & Payment

- **APPOINTMENTS AND CANCELLATIONS** Please remember to cancel or reschedule 24 hours in advance. You will be responsible for the entire fee if cancellation or reschedule are less than 24 hours.
 - The standard meeting time for psychotherapy is 50 minutes. It is up to you, however, to determine the length of time of your sessions. Requests to change the 50-minute session needs to be discussed with the therapist in order for time to be scheduled in advance.
 - Cancellations and re-scheduled sessions will be subject to a full charge if **NOT RECEIVED AT LEAST 24 HOURS IN ADVANCE**. This is necessary because a time commitment is made to you and is held exclusively for you. If you are late for a session, you may lose some of that session time.
 - Payment is due at the time of service and is collected automatically via the client portal.
 - Accepted forms of payment include electronic pay platforms, debit/credit cards, and HSA/FSA cards.
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6. Insurance & Billing

- Yapriah Life & Healing may accept certain insurance plans. Clients are responsible for verifying coverage.
 - Insurance claims will be submitted on your behalf when applicable.
 - Any fees not covered by insurance (co-pays, deductibles, etc.) are the client's responsibility.
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7. Confidentiality

- All client information is confidential and protected by HIPAA.

Exceptions to confidentiality include:

- Risk of harm to self or others
 - Suspected abuse or neglect of a child, elderly, or vulnerable person
 - Legal subpoena or court order
 - MINORS If you are a minor, your parents may be legally entitled to some information about your therapy. I will discuss with you and your parents what information is appropriate for them to receive and which issues are more appropriately kept confidential.
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8. Records & Documentation

- You may request a copy of your records in writing. Requests will be fulfilled within **10 business days**.
 - Records are maintained for at least **7 years** as required by law.
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9. Termination of Services

Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment.

Should you fail to schedule an appointment for three consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, we must consider the professional relationship discontinued.

- Services may be terminated by the client or clinician for reasons including but not limited to:
 - Non-compliance with treatment
 - Missed appointments
 - Failure to pay fees
 - Lack of clinical progress
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10. Client Consent

By signing this notice, you acknowledge that you have read, understood, and agree to abide by the policies of Yapriah Life & Healing PLLC. You may ask questions at any time.