



Carrollwood Counseling

General Information of Interest

Live Life Well ©

Appointments

- ✦ Counseling sessions are 45 to 50 minutes long, unless arrangements are made ahead of time to have the session duration different.
- ✦ *It is your responsibility* to inform our office of any address or telephone number changes.
- ✦ If you fail to cancel or reschedule your appointment with less than 24 hours notice, it will result in a \$ 50.00 "NO SHOW" fee.

Messages and Phone Service

- ✦ Phone calls are returned during the week between appointments or at the end of the day.
- ✦ Calls after business hours will be returned the following business day.
- ✦ We do not leave messages on answering machines without prior approval to protect your right to confidentiality.
- ✦ *It is your responsibility* to inform our office of any address or telephone number changes.

Emergencies

- ✦ In the case of an extreme emergency, call 211 Hillsborough County Crisis Line, or 911.

Confidentiality

- ✦ Information shared as part of the counseling process is protected by law and will not be disclosed without your written permission. Your insurance company, if you are using insurance, requires some information in order to process claims.
- ✦ There are exceptions to these regulations and they are:
 - When there is danger to yourself or others;
 - When abuse against a child, elder, or disabled person is reported;
 - In certain legal and emergency situations.

Dependent Children

- ✦ It is appropriate to question and understand the nature of the therapeutic interventions as well as the progress of your child's therapy, however, Florida State Law provides for confidentiality for children *12 years old and older*.
- ✦ Specific information may be released with the permission of the child.
- ✦ The Therapist will use their discretion as to what other information is shared.
- ✦ The Therapist may disclose progress of your child's therapy, any dangerous or threatening situation, and suggestions as to how you can best participate.
- ✦ There may be times that you are asked to attend sessions with or without your child.