
Erin Elmore, PsyD

Licensed Psychologist PSY29511

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Policies and Procedures

Appointment Scheduling

Sessions are typically 45-50 minutes, once per week. Depending on individual circumstances, I may recommend starting at two sessions per week, then reducing to once per week. When working with minors, I typically hold a once-per-month meeting with parents or caregivers in addition to the child's regular appointments. This is charged as a regular session. If you would prefer to meet more or less frequently, I would be happy to discuss a schedule that accommodates your needs. I will tell you in advance of my vacations or any other times that we cannot meet.

Cancellations and No-Shows

Once an appointment has been scheduled, we are in agreement to meet at my office and to be on time. If I am ever unable to start on time, I ask your understanding and promise that you will receive the full time agreed to or be charged proportionately. If you are late, the full session time will be charged and we will probably be unable to meet for the full time, because it is likely that I will have another appointment after yours.

I have a 24-hour cancellation policy. If given both of our schedules, you are able to reschedule an appointment during the same work week, this will not count as a cancellation (provided you attend the rescheduled session). Although according to my state guidelines I reserve the right to charge the full fee for cancellations, I reduce the charge for a missed session to \$100.00 (If we have agreed on a low-fee rate for your sessions, the cancellation fee will be a portion of your normal session fee and this charge will be discussed no later than the start of our first session). Insurance will not cover or reimburse for this charge.

Professional Fees and Payment for Services

For a 45-50 minute session, the fee is \$175. For a 90-minute family session, the fee is \$275. In addition to regular appointments, I charge for other professional services you may need at a rate of \$50 per each 15 minutes. Examples of other services may include but are not limited to telephone conversations, consulting with other individuals relevant to treatment such as teachers or family members, and preparation of requested records or treatment summaries. If we have agreed upon a low-fee arrangement, I will have a separate form for you to sign indicating the adjusted fee agreement.

If for some reason you find that you are unable to continue paying for your therapy, please inform me. I will help you to consider any options that may be available to you at that time.

I reevaluate my fees annually, based on changes in the cost of running my business. You will be notified a few months in advance of any changes.

Billing and Payment for Services

Payment is expected at the time of service. I accept credit and debit cards, although because they require a processing fee (paid by me, not the client), payment by cash or check is preferred. If a check bounces or a card charge denied, you will be required to pay the original fee in addition to any penalty charges incurred by Erin Elmore, PsyD as a result. Please make checks out to "Dr. Erin Elmore".

I do not permit clients to carry a balance of more than two sessions, and if you are unable to pay this balance, we will discuss whether it makes sense to pause your care or develop another strategy so that you can avoid incurring additional debt. Please let me know if any problem arises during the course of therapy regarding your ability to make timely payments. Upon ending therapy, whether planned or unexpected, you are responsible to pay for all professional services accumulated up until that point.

Using Insurance

I do not accept insurance. Some insurance companies may reimburse you directly for a portion of my services as an "out-of-network provider". In this event, I can provide you with a super bill that you may send to your insurance company for direct reimbursement. Because every plan is different, please inquire with your insurance company to confirm they offer this arrangement, what percentage of reimbursement they offer for my services, and where you stand with your total deductible amount. With this information, they can

help you calculate what amount you would be reimbursed per session, although you would still pay my full fee up front each session.

Contacting Me

I cannot promise that I will be available at all times. I do not take calls when I am with a client. Also, in addition to my private practice, I have other responsibilities at other locations. When I am unavailable, my telephone will roll over to a voicemail system that I check frequently. Generally, I will return phone and email messages within 24 hours except on Fridays and weekends. All correspondence received Friday through Sunday will be returned on Monday. If you have not heard back from me within these time frames, assume there has been a technical failure and call back.

I am unable to provide 24-hour crisis service. In emergencies, you can attempt to reach me at my office number and mention that you have an emergency or crisis on the message. Please do not email regarding emergencies. If I will be unavailable for an extended time, the voicemail greeting and/or automated email message will provide you with the name of a colleague to contact, if necessary. If you feel that you can't wait for a return call, you can contact the San Diego Access and Crisis Line (1-888-724-7240) or go to the nearest hospital emergency room and ask for help. If you are experiencing a medical emergency, call 911. If you simply want someone to talk to for support, the County of San Diego operates the WARM Line, available everyday during afternoons and evenings, at 1-800-930-9276.

Litigation

I will not voluntarily participate in any litigation or custody dispute involving a client. I will generally not write or sign letters, reports, or declarations, or affidavits to be used in a legal matter. I will generally not provide records or testimony unless compelled to do so. Should I be subpoenaed or ordered by a court of law to appear as a witness in a legal matter involving you or your child, you agree to reimburse me for any time spent for preparation, travel, or other time in which I have made myself available for such an appearance at an hourly rate of \$300.

Social Media Policy

If you have any questions about anything in this policy, I encourage you to bring it up with me when we meet.

Personal Friending, Following, and Messaging

I do not accept friend or contact requests from current or former clients on any personal social networking site, I do not follow current or former clients on any personal social networking site, and I will not reply to messages from current or former clients on any personal social networking site. Doing so can compromise confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship or have a potentially negative influence on our working relationship. If there are things from your online life that you wish to share with me, please bring them into our sessions where we can discuss them together.

Professional Friending, Following, and Messaging

As part of advertising, you may discover my business on a social networking site (e.g. a business Instagram, a business Facebook page, etc.). On such sites, you may like or follow me but be aware that in doing so, you may be compromising your own confidentiality. I will not like or follow you back in order to protect your privacy. On all such sites, I reserve the right to deny friending, following, or communication if I believe it to be in your best interest and to preserve appropriate boundaries regarding our therapeutic relationship (e.g. I may allow you to follow a business Instagram account but not a Linked-in account which has more personal information on it). I will not reply to messages on such sites, as they are not a secure form of communication and in order to preserve our therapeutic relationship. The best way to communicate with me outside of therapy sessions, if needed, is by phone.

Texting or Messaging

Please do not use text messaging to contact me for anything other than schedule changes or to let me know you are running late for an appointment. You should also be aware that any text exchanges become a part of your legal medical record and will need to be documented and archived in your chart.

Use of Search Engines

It is not a regular part of my practice to search for clients using online search engines. Extremely rare exceptions may be made in times of crisis. If I have a reason to suspect that you are in danger or are a danger to someone else and you have not been in touch with me via our usual means (e.g. coming to appointments, phone, etc.) there may be an instance in which using a search engine (to find you, to find someone close to you, to check on your recent status updates, etc.) becomes necessary as part of ensuring

your welfare. These are highly unusual situations and if I ever resort to such means, I will fully document it and discuss it with you when we next meet.

Business Review Sites

You may find my psychology practice on such sites as Yelp, Health grades, Google, or other places that list businesses. Some of these sites include forums in which users rate their providers and add reviews. If you should find my listing on any of these sites, please know that my listing is NOT a request for a testimonial, rating, or endorsement from you as my client.

The American Psychological Association's Ethics Code states under Principle 5.05 that it is unethical for psychologists to solicit testimonials "from current therapy clients or other persons who, because of their particular circumstances are vulnerable to undue influence". Unlike other business owners who may respond to their online reviews, as a psychologist, I must provide confidentiality to my clients. This means I am prevented from responding in any way that acknowledges whether someone has been in my care. If we work together, I hope we can discuss your feelings about our work directly and in person. This may not always feel comfortable, but discussion of your positive and negative reactions to our work can be an important part of your therapy. If we are not a good match, I am happy to help you find a therapist who better suits you.

If you do choose to write something on a business review site, I hope you will keep in mind that you may be sharing personally identifying or revealing information on a public forum. To preserve your privacy, consider using a pseudonym that is not linked to your regular email address or friend networks. If you feel that I (or another psychologist) have done something harmful and unethical and you do not feel comfortable discussing it with me, you can always contact the Board of Psychology, which oversees licensing. Be aware that the details of your therapy may come up if there is a formal investigation.

Other points

Shared Office Space

Although I rent office space from the group practice named "Cultivate: A Counseling Collective", we are not in business together as partners, employers, or employees. I do not routinely consult with them on cases, or make referrals to or receive referrals from them.

As part of the confidentiality that I offer you, I ask you not to disclose the name or identity of any other client being seen with "Erin Elmore, PsyD" or with "Cultivate".

Supervision of Minors

I cannot provide babysitting or supervision. Thus, if you bring children with you (other than a child or children I am seeing for treatment) they must be supervised at all times by a parent or responsible adult and not left unattended.

During sessions with young clients, my policy is to require that a parent or guardian to be in the waiting room in case of emergencies, bathroom visits, or needing to end session early. For older minors with a certain maturity level, I request that a parent or guardian remain geographically close to the office during sessions. In this event, please be available by phone and be back in the waiting room by the end of session. I will be unable to supervise your child or teenager after our session time has ended.

Property Issues

You will be charged for any damage to, or theft of, property in this office building or outside by you or anyone for whom you are legally responsible. I cannot be responsible for any personal property or valuables you bring into the office building. If you or a loved one are injured or become ill while on the business premises, "Erin Elmore, PsyD" is not held liable.

You also assume responsibility for parking fees and tickets you may receive while attending a therapy appointment.

Recordings

You or I may not make any kind of electronic recording of our sessions without the other's written consent.

Intoxicated Clients

Therapy sessions are only valuable if all parties present are sober and coherent. If you, your child, or your teenager shows up for session intoxicated or under the influence of substances, that session will be ended effectively immediately. I reserve the right to charge a cancellation fee.

Acknowledgement

I indicate by my signature below that I have read the issues and points in this document. I have discussed those points I did not understand, and have had my questions answered to my satisfaction.

I understand that no specific promises have been made to me by you, the therapist, about the results of treatment, the effectiveness of the procedures you use, or the number of sessions necessary for therapy to be effective.

I understand that any of the points mentioned above can be discussed and may be open to change. If at any time during the treatment I have questions about any of the subjects discussed in this document, I can talk with you about them and you will do your best to answer them. I understand that after therapy begins, I have the right to withdraw at any time, for any reason. However, I will make every effort to discuss my concerns with you before ending therapy.

By signing below, I agree to act according to the points covered in this document, but this does not waive any of my rights.

Signature of client (or person acting for client)

Date

Printed name

I, the therapist, have met with this client (and/or his or her parent or guardian) for a suitable period of time, and have informed him or her about the issues and points raised in this brochure. I have responded to his or her questions. I believe this person fully understands the issues, and I find no reason to believe that this person is not fully competent to give informed consent to treatment with me. I agree to enter into therapy with the client, as shown by my signature here.

Signature of therapist

Date