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## BLACK OAK THERAPY

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### CLINIC POLICIES

#### General Treatment Policies

Therapy sessions are based on a 50-minute treatment hour. The remaining time will be used for consultation, data analysis, documentation of therapy session progress, and planning for future sessions.

Audio or Videotaping may be used during therapy sessions or evaluations. These recordings will be used for the purpose of improving skills in therapy, data collection, and progress monitoring.

The client or responsible party may request that their therapist participate in school observations, parent conferences, IEP meetings, or conduct consultation time with other professionals. If scheduling allows, these activities will be conducted and the patient or responsible party will be billed at 75% of the treatment rate for such activities. This payment charged for the above activities are not able to be submitted for reimbursement by your insurance company.

#### Treatment Cancellation Policy

Non-emergency cancellations require 24 hours' notice. Non-emergencies include vacations, pre-planned medical appointments, family events, parties, sports events, lack of babysitter, lack of transportation or anything that is not designated as "emergency" (see below). The session must be canceled no later than 24 hours before the appointment. If non-emergency cancellations become excessive, the client may lose his or her weekly slot in the clinician's schedule or be subject to dismissal of services from Black Oak Therapy. Excessive non-emergency cancellations are defined as greater than 3 cancellations per 10 scheduled sessions. If the session is not canceled with 24 hours' notice or the client is not present at his or her appointment, the client or responsible party will be billed at 50% of their session rate.

Emergency cancellations are accepted only for illness, illness of a family member, or death in the family. These sessions must be canceled with no less than 2 hours' notice on the day of the appointment. The client must be free of the following symptoms or illnesses for 24 hours prior to the session: fever, strep throat, unidentified rash, diarrhea, vomiting, or any highly contagious illness. If the client is ill at the time of session, the session will not be held and the client or responsible party will be charged at the full session rate. Any additional fees charged due to violation of the cancellation policy are not able to be submitted for reimbursement by your insurance company.

#### Make-Up Policy

We may offer make-up sessions, as they are in the client's best interest. Make-up slots are offered for inclement weather, illness, and pre-arranged vacations/holidays. Make-up sessions are not offered when there is a violation of emergency or non-emergency cancellation policies.

**Attendance Policy**

Black Oak Therapy strives to provide each client with the highest quality of care. Your consistent attendance is vital to your treatment progress. If you exceed a cancellation rate of 25 percent or higher, you may receive a written warning. If your attendance does not improve following written warning, your therapy time will no longer be held and you will be placed back on the clinic's waiting list. This policy includes emergency, non-emergency, and vacation cancellations.

**Dismissal Policy**

If you plan on discontinuing services for any reason, you must give Black Oak Therapy no less than 30 days' notice or you will be billed for all missed sessions. Black Oak Therapy will provide 30 days' notice if treatment will be discontinued for a breach of the clinic policies or financial agreement.

**Notice of Privacy Practices**

Black Oak Therapy is responsible for informing our clients of our policies regarding your medical information and how it may be used, disclosed, and accessed. By signing this page, you are acknowledging that you have been provided with a copy of our Notice of Privacy Practices.

Patient's Name (Please Print) \_\_\_\_\_

Responsible Party Name (Please Print) \_\_\_\_\_

Responsible Party Signature \_\_\_\_\_

Date: \_\_\_\_\_