

Portland Marriage and Family Therapy, LLC POLICY STATEMENT

Please read the following important information

Eligibility for Service

Mental health services are not denied to any person on the basis of race, color, gender, sexual orientation, creed, handicap, national origin, duration of residence, or age.

Appointments

1. All services are provided by appointment. All appointments are made through your therapist.
2. Provider may choose to reschedule your appointment if payment is not made at the start of the session.
3. A 24-hour advance notice **MUST** be given for cancelled appointments. If you do not show up for an appointment as scheduled or you cancel with less than 24-hour notice, you will be charged for the full session. Payment will be expected at your next session.
4. To make, change, or cancel an appointment, please call Lisa LeTourneux at 503-502-3505. You may leave a message.
5. Should you not schedule an appointment for a period of 60 days, you will no longer be considered an active client of Portland MFT.

Payment of Fees

1. Payment of fees is due at the beginning of the scheduled appointment.
2. Consistent payment must be made or services may be discontinued.
3. If you have a balance on your account, you will receive a statement. All accounts are due and payable within thirty-days of notification.
4. If you have questions regarding the payment of fees, please discuss them with your therapist. Please discuss any concerns or problems you have in paying your account before it becomes delinquent.
5. If a client fails to be responsible for the account, and it is necessary to place a delinquent account into the hands of a collection agency/attorney, the client agrees to pay all court costs affixed by the court.
6. All check are to be made out to Portland Marriage and Family Therapy, LLC.
7. There is a \$30.00 service charge for NSF/Returned checks.

Emergencies

In case of an emergency, please contact a crisis line (Multnomah County: 503-988-4888; Washington County: 503-291-9111). Please contact your therapist at the earliest convenience to schedule an appointment. At this time, 24-hour support is not available through Portland Marriage and Family Therapy.

Grievance Procedure

You may discuss your complaint with your therapist to resolve the problem/issue. Every effort will be made to resolve your concerns. You may be asked to write out your concerns. If you are unsatisfied with the resolution, you may appeal the resolution in writing. A written response will be received in thirty days.

Client Endorsement

After reading these policies, please sign below. By signing you express that you understand these policies.

You can request a copy for your records.

I have read this policy statement and understand its provisions.

SIGNED: _____

DATE: _____

SIGNED: _____

DATE: _____