



Therapy Policies & Guidelines

Cognitive Shift Therapy & Consultation is committed to providing high-quality, focused, and compassionate therapy services. To ensure you receive the most benefit from your sessions—and to maintain fairness and consistency for all clients—we ask that you commit to your scheduled sessions and honor the policies outlined below.

These policies are designed to respect both your time and your therapist's time, and to support the therapeutic process through consistency and accountability.

Communication Between Sessions

- **Telephone Communications:** Your therapist is often not immediately available by telephone. We do not answer the phone when we are with clients or otherwise unavailable. At these times, you may leave a message on our confidential voicemail. It may take a day or two for non-urgent matters. We will make every attempt to inform you in advance of planned absences and provide you with the name and phone number of the mental health professional covering the practice during those times.
- **Email Communications:** Email is primarily used for scheduling and administrative matters. *Our email account is not monitored 24/7 and is not appropriate for crisis communication or therapeutic content.* Please do not use email to discuss sensitive issues, as it is not a substitute for therapy sessions.
- **Client Portal Communications:** *The Client Portal is not monitored 24/7 and is not appropriate for crisis communication or therapeutic content.* It may take a day or two for non-urgent matters. Please do not use the Client Portal to discuss sensitive issues, as it is not a substitute for therapy sessions.

Emergencies & Crisis Support

Cognitive Shift Therapy & Consultation is not a crisis service and does not provide emergency support. If you are in crisis or need immediate mental health assistance, please call 911 or contact the 988 Suicide & Crisis Lifeline.

*****If you are experiencing a mental health emergency, call 911 or contact the 988 Suicide & Crisis Lifeline.*****



Session Length & Fees

Therapy sessions are typically 55 minutes in length (unless otherwise discussed and agreed upon with the therapist) and conducted via secure telehealth for clients residing in Ohio. The private pay fee is \$300.00 for the initial intake session and \$275.00 per session following the intake. Payment is due at the time service is rendered. If we are in-network with your insurance company, we will bill them directly (see the list of insurance we accept on our website). Fees are based on the service provided, your insurance coverage, and the length of the session.

Payment

Payment is due at the time of service unless otherwise agreed upon. Payments for each appointment will be made through Headway (for clients with insurance) or SimplePractice (for private pay clients) by debit or credit card or ACH transfer. HSA cards can also be used.

Telehealth Services

All therapy is currently offered via a secure, HIPAA-compliant video platform. You must be physically located in the state of Ohio at the time of each session due to licensing requirements. If you are traveling or temporarily residing out of state, please discuss this with your therapist in advance.

Privacy & Confidentiality

All therapy services are provided in accordance with HIPAA regulations and professional ethical standards. Information shared in sessions is confidential and will not be disclosed without your written consent, except in cases where disclosure is required by law (e.g., risk of harm to self or others, abuse or neglect).

Appointments

Appointments are scheduled in advance, at a cadence you agree on with your therapist, based on your goals, treatment needs, and your mutual availability. Typically, therapy sessions occur weekly or biweekly (i.e., every other week). Your therapist will inform you in advance of any duration of time that they will be on vacation or unavailable that will require adjustment to the therapy schedule.

Cancellation of an Appointment

If you need to cancel a session, please notify your therapist at least 24 hours in advance. Your therapist's time is set aside specifically for you, and advance notice allows that time to potentially be offered to another client in need. Your therapist will also make every effort to notify you at



least 24 hours in advance in the rare event that they need to cancel or reschedule. If your therapist needs to cancel an appointment at the last-minute, they will reach out as soon as possible to reschedule, or have a member of the staff connect with you.

How to Cancel or Reschedule

Cancellations can be made through the online client scheduling portal or by emailing hello@cognitiveshifttherapy.com. Please do not send urgent or time-sensitive information via email, as this inbox is not monitored 24/7.

Late Cancellations

We have a strict 24-Hour Cancellation Policy. If you do not show up for your scheduled therapy appointment, and you have not notified us at least 24 hours in advance, you will be responsible for the full out-of-pocket cost for the session (\$275.00 for a 55 minute session). *This fee is not reimbursed by insurances.* Repeated late cancellations can disrupt the therapeutic process and will be addressed in-session or may result in the termination of treatment.

No Show Policy

A “no-show” is when a client misses an appointment without cancelling prior to the session. A ***failure to arrive to the scheduled appointment within the first 10 minutes will be considered a “no show.”*** If you “no show” you will be responsible for the full out-of-pocket cost for the session (\$275.00 for a 55 minute session). *This fee is not reimbursed by insurances.* Repeated “no shows” can disrupt the therapeutic process and will be addressed in-session or may result in the termination of treatment.

Consistency of Care

Therapy is most effective when sessions occur consistently. If more than four weeks pass between sessions (outside of an agreed-upon break), your therapist may follow up to assess whether therapy should continue, pause, or formally close. Extended gaps without communication may result in termination of services.

Pausing Therapy

If you need to take a break from therapy, please discuss this directly with your therapist. In most cases, therapy may be paused for up to three months, after which time the therapist may reopen the spot to another client. Returning clients may request to resume therapy based on availability.



Discharge Process

There are several reasons why the professional relationship may eventually come to an end. You may decide they would prefer to work with a different provider, or your therapist may determine that you would be better served by someone else. In either case, the therapist will first discuss the reasons for discharge with you. If requested, the therapist will provide a list of other qualified providers. The therapist may also extend the discharge process, if necessary, based on the client's treatment needs, including offering emergency support for a time-limited period after the client has been notified of the end of the treatment relationship. It is important to note that ongoing failure to pay for treatment, attend sessions, or communicate in a respectful and timely manner may also result in discharge from the practice. In these cases, the therapist will make every reasonable effort to contact you and provide referrals to a new provider before ending the professional relationship.