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**Welcome to Creative Bridges, LLC!**

Please read the below policies and procedures so that you may be better informed regarding company policies and procedures. All correspondence, billing and communication follows HIPPA compliant procedures.

**Payments:** Payments (co-payments or private pay) are expected at the time of each session by either check or cash. Please make all checks payable to, **Creative Bridges, LLC** **or to Stephanie Musial.** Monthly statements can be sent upon request.

**Insurance Billing:** All insurance billing is sent through our billing agency:

**HOSA (Healthcare Office Support Associates)**

**95 Parker Street**

**Newburyport, MA 01950**

**Hosa\_claims@msn.com**

**978-225-2250**

**Cancellations:** All appointments must be cancelled within a minimum of 24 hours’ notice.

 Exceptions will be made for emergencies and/or sudden illness.

**Confidentiality:** All communications between client and therapist are considered confidential except where legal demands take precedence. Parents/guardians will be informed of their child’s progress and the scheduling of periodic consultation appointments with the therapist is highly recommended. The frequency of these meetings is dependent on need and individual goals. Therapists within the practice consult together with other clinical colleagues periodically for the purpose of consultation and supervision. All identifying information will remain confidential.

**Phone Consultation’s:** Consultation via phone is sometimes necessary, again based on need and necessity. If there is a consistent need for phone consultation, clients will be charged a consultation fee. Some insurances do cover this service.

**Emergencies:** If you should have an emergency, please call 911 or go to your nearest emergency room. If you should need crisis support, for a non-emergency, please call Stephanie at, 978-290-0042.

**Email:** Communication via email is limited to scheduling, updates, and support related communications. Email cannot be and is not used as a replacement for therapy sessions or consultations.

**Art work:** All visual/writing created during sessions is the property of the client. Client work will be kept in a safe place in the office unless otherwise agreed upon. Artwork may be scanned and stored electronically for documentation purposes.

Signed Today’s date

Clients have the right to contact the Massachusetts Board of Allied Mental Health with any concerns or complaints regarding the practice of mental health. Clients may choose to terminate therapy at any time. However, you are always asked to please consider the importance of consistency, relationship building, and appropriate termination.