

# The Ladipo Group: Psychotherapy for Our Community, LLC

## Client Policies & Procedures

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### **Appointment Times**

Appointments are available in 50, 90, or 120 minute increments.

In order to effectively service all clients, we are unable to meet beyond our agreed upon time. For example, if you arrive at 10:15am for a 50-minute 10:00am appointment, our session will still end at 10:50am.

Please contact if you are running late. We will assume that you are not attending a session if you are more than 20 minutes late and have not contacted us via phone or e-mail.

### **Fees for Individual Therapy**

All individual sessions are offered in 50-minute and 90-minute increments.

50-minute sessions are \$110

90-minute sessions are \$170

### **Fees for Couples & Family Therapy**

All couples and family sessions are offered in 50-minute and 120-minute increments.

50-minute sessions are \$125

120-minute sessions are \$250

Session rates are to be paid at time of service. Cash, checks, and credit cards are accepted. Checks should be written to "The Ladipo Group". Payment via credit card can only be done online ([www.TheLadipoGroup.com](http://www.TheLadipoGroup.com), click on "Rates and Insurance") **24-hours** prior to each session.

There is a \$35 fee for all returned checks *without exception*.

The Ladipo Group is an out-of-network provider for all insurance companies. Many insurance companies have out-of-network benefits for their members. They may require that you meet a deductible before they pay for some or all of our therapy services. Other companies may pay for our services outright. The difference depends on each individual plan and individual insurance company. *As the client you are responsible for the full session fee if your insurance company does not provide any out-*

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*of-network benefits.*

To simplify the process of using out-of-network health insurance benefits, The Ladipo Group has contracted with the billing service, Professional Revenue Management (PRM) to assist our clients in using their benefits. The Ladipo Group provides this service at no charge to our clients. This service is *optional* and not required to utilize our therapy services.

### **Cancellation/No Show Policy**

Please give 24-hour notice to cancel or reschedule appointments. ***Payment for missed or cancelled sessions without 24-hour notice will result in the full session fee.***

### **Method of Contact**

We respond to telephone and e-mail messages within one business day (Monday – Friday). Please be aware that electronic mail is less secure than a phone message and we cannot guarantee confidentiality via e-mail. It is recommended that people do not send confidential information through e-mail.

Please leave your phone number when leaving a message. We often check messages when we are away from the office and do not have access to client phone numbers. As a result we are unable to return calls if phone numbers are not left on the message.

### **Supervision**

It is common practice for therapists to seek consultation (also known as supervision) about their caseload. This is done to ensure that the services provided are effective. We use supervision to ensure that we maintain a high caliber of practice and to increase our knowledge and skill level. While we discuss therapeutic issues and concerns we do not divulge any information that may identify you such as names, addresses, etc.

### **Confidentiality**

Communication between you as a client and our therapists remains confidential unless you describe a plan to harm yourself (suicide) or someone else (homicide). Information about a minor (a person under age 18) being harmed (abused or neglected) may also be divulged. All other information remains confidential. If you have any questions about confidentiality please inquire with us at any time.

Your information will not be revealed or shared with any party without your expressed written consent (*Authorization to Release Information* form) for us to do so.

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### Referrals

Referrals are the highest compliment of our service and we always welcome your referrals. If you know someone who is interested in our services, please have them contact the Director, Tonya Ladipo, LCSW at 215-645-7117 or [info@theladipogroup.com](mailto:info@theladipogroup.com).

### Important Phone Numbers

We do not provide 24-hour crisis intervention services as our therapists are available only during business hours. In the event of an emergency, please contact the appropriate number listed below. Additional resources for emergencies can be provided upon request.

24-hour Suicide and Crisis Intervention Hotline  
215-686-4420

National Suicide Hotline  
1-800-784-2433

Emergency  
911

*Please sign below to indicate receipt of this form and agreement with outlined policies.*

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Client Name (Printed)

Client Signature

Date

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Client Name (Printed)

Client Signature

Date