

heather asaadi, lpc

both-and-counseling.com

heather@both-and-counseling.com

503.957.2544

counseling

Counseling Information & Policies

Location: My office is located in the Kerns Neighborhood on NE 28th Ave. The office is on the second floor of a house (not ADA accessible). I will provide more information about accessing my office via email once we have a session scheduled.

Teletherapy: For virtual sessions, I use the HIPAA compliant platform doxy.me. Please find a private space, with little to no interruptions for our session. Use of white noise machines and headphones can help to enhance your privacy. We will do our best to navigate technological issues in the moment. Closing open internet browser windows can help improve your connectivity. You will be given additional information about how to access teletherapy sessions via email.

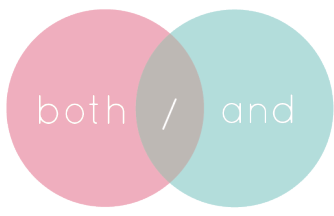
Therapy Process: Put simply, most of therapy we will spend talking. Through our discussions we will work to build and attend to a therapeutic relationship that will help support you in making changes in your life. Together, we will identify issues and goals you want to work on and how we can best collaborate together to help you in these areas. In addition to talking, I might use the white board, provide handouts, or teach you new skills. Your job in therapy is to be open and honest about your thoughts and feelings, to develop goals for our work, be willing to explore ways to handle your problems, and evaluate and report on the effectiveness of therapy.

Counseling Relationship: The counseling relationship is a unique relationship - it is one in which both of us are committed to your best interests. To maintain this kind of relationship there are distinct boundaries and responsibilities. These boundaries/responsibilities include, but are not limited to:

1. I am licensed and trained to practice mental health counseling - this means I am not able to advise you in matters related to other professions (i.e. legal, financial, or medical).
2. If we happen to see each other outside of scheduled sessions, I cannot initiate saying hello. My behavior will not be a personal reaction to you, but is a way of maintaining your confidentiality as a client.
3. The counseling relationship is a cooperative and collaborative one, based on honesty and trust. I believe this to be an essential foundation to therapy. Being honest can be hard, but in this case I believe it to be in our best interest.

Fees and Payments: My current fee with a self-pay discount applied is \$160 per individual session. Please plan to pay this fee at the time of service in the form of cash, check, or electronically (using the secure card reader system, Stripe). If I am in-network or out-of-network with your insurance company you may need to pay a percentage each session or a co-pay. I can assist in figuring out what your benefits are. While I am willing to assist you in billing your insurance, you are ultimately responsible for the session fee if your insurance does not fully cover the session. Any other fee arrangements must be agreed upon before our first meeting (i.e. sliding scale, etc).

Therapy Appointments & Cancellations/Missed Appointment: I consider our scheduled appointment time to be our mutual commitment to the therapy process. I ask any change in appointments be made with as much advanced notice as possible. Please email me or text me to alert me of changes in your plans. I understand it is not



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always possible to cancel in advance due to various circumstances (and at times I might need to cancel with limited notice). I waive the fee for the first time a late cancellation or no-show happens; after this, the late fee is \$100 or equivalent to the cost of your session.

Phone Calls & Emails: Email is the best way to reach me: heather@both-and-counseling.com. Email is not a secure form of communication, so please limit your communications to logistic matters (i.e. appointment times, verifying address, etc.). You are welcome to leave me messages by phone at 503-957-2544, I am typically not available to pick up my phone unless we have made a plan to talk at a certain time. I will do my best to respond to voicemails and emails in a timely manner.

Crisis Intervention & Emergencies: I am not available for crisis interventions or emergencies. If a mental health emergency arises please call:

- Call Multnomah County Mental Health Crisis Line: 503-988-4888,
- Call 911, or
- Go to your nearest emergency room

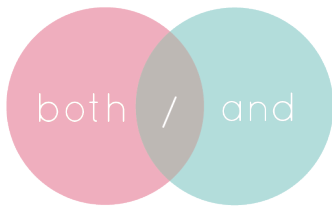
Because your well-being is of the utmost importance to me, I request that you follow the above instructions. Once your personal safety has been attended to, please notify me and I will contact you as promptly as possible.

Privacy Policy & Confidentiality: I will maintain your confidentiality with the following exceptions: concern for your safety or the safety of others (e.g. actual or reported harm to yourself or others, disclosure of abuse to a child, elder, or vulnerable adult); when legally directed by a court of law to release information; or for case consultations with professional peers who are also mandated to maintain your privacy and confidentiality.

Social Media: Due to the importance of your confidentiality and the importance of minimizing dual relationships, I do not accept friend or contact requests from current or former clients on any social networking platforms. If you have questions about this, please bring them up when we meet and we can talk more about it.

Changes to Frequency of Counseling Sessions: As you engage in therapy, there may be time periods when you want to, need to, or I recommend to increase or decrease your session frequency per month. I ask that we discuss the options together and come to an agreement. I will do my best to accommodate your requests, but will need to take into account my availability. Once we have decided upon a session frequency, I am not able to frequently alter this schedule, but can try to make modifications on occasion. At minimum, I prefer to keep appointments once per month.

Termination: If we have not met for a session in 60 days (i.e. if you have not contacted me, scheduled, or scheduled but cancelled/not shown for your appointment), I will consider our professional relationship discontinued and close your chart. If you want to take a break from therapy lasting longer than 60 days, I cannot keep you as a client and will close your chart. As a client, you have the right to terminate therapy at any time for any reason. I may terminate treatment after discussion with you (possible reasons include: you need expertise outside



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of my scope of practice, therapy has not been effective, we determine it is not a good fit between us). If counseling is terminated for any reason or you request another counselor, I can provide you with referral options. If your chart was closed for any of the above reasons and you want to continue therapy together in the future I encourage you to contact me, but I cannot guarantee availability.