

LOUISE JACOBUS, MA, LMFT

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Office Policies

Dear Client, Welcome. In order to spend the time in your first session addressing the areas that are of concern to you, I have written out these policies for you to read and review ahead of time. Please let me know if you have any questions.

1. Confidentiality. With few exceptions, everything you say in therapy is confidential. I will not reveal any information about you to another person without your explicit permission, except as required by law. The exceptions to confidentiality include: if the information you give me indicates a clear and imminent danger to yourself or others; if there is suspected child abuse, elder abuse or dependent adult abuse; if there is a legal matter and I or my records are subpoenaed by a court of law; or if my records are requested under the federal law known as The Patriot Act of 2001, I am legally obligated to release the relevant information. In addition, if you are billing your insurance coverage for therapy, I will need to disclose the nature and content of your therapy to them. In order to provide you with the best possible therapy, I may discuss your situation with a peer consultation group. In those cases, I will not reveal your identifying information or your name to the consultation group and your privacy is protected.
2. Length of sessions. Sessions usually last for 50 minutes. Longer sessions can be arranged.
3. Payment policy. Clients are responsible for payment of their fee at the time of service unless other arrangements have been made. I do have a sliding fee scale. A billing charge is added to balances overdue by 30 days. Delinquent balances may be handled by a collection agency.
4. Cancellation policy. Appointments missed or cancelled with less than 24 hours notice will be billed at the regular fee. Please note that insurance and other third party payers do not reimburse for missed appointments.
5. Media policy. Since it is not possible to guarantee privacy online, please do not use social networking sites such as Twitter, Facebook or LinkedIn, etc. to try to contact me. Also please note that I do not respond to friend requests or contact requests on these sites from previous or current clients. Text messages and email also may not be confidential. If I do receive a text or email from you, I may respond by phoning you and leaving you a voice mail at the phone number you have indicated on your

intake form. You should also know that any emails I receive from you and any email I responses that I might send to you become part of your legal record. The best way to contact me is by phone. There is no charge for short phone calls. Longer calls are billed at your usual rate.

6. Emergencies. Generally, I return phone calls during regular business hours. As a sole practitioner, I am not able to provide 24-hour on-call emergency service. If you need emergency assistance, for quickest response, please call 911 or call the San Diego Access and Crisis Line 888-724-7240 (option 8 for crisis situations). Another option is to go to the nearest hospital emergency room and ask for the psychiatrist on call.
7. Individual practices. Each practitioner in this office has his or her own separate, individual practice. Only the therapist(s) you consult directly accept responsibility for your care.
8. Questions. There are many factors and choices that create a successful therapy relationship. If you have any questions about your therapy including my training, orientation or procedures, please feel free to ask.

_____ I understand and accept the policies described above.

Signature _____ Date _____

_____ I have questions regarding the policies described above