

Battle, Rest, and Recover - Counseling & Psychotherapy Services PLLC

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PRACTICE POLICIES

Headway and Simple Practice (What is the difference?)

You will receive an email and/or cellphone message from two sources: *Headway* and *Simple Practice*. These are the platforms that I use to deliver counseling and psychotherapy services.

- I partnered with *Headway*—a third-party billing service that files insurance claims on my behalf. If you are a private pay client, you will only receive email notifications from Simple Practice.
- I utilize *Simple Practice*, as an electronic health record, for scheduling, documentation, and telehealth sessions.

If you are a private pay client, you will need to create a profile for Simple Practice. If you are utilizing your healthcare insurance plan for treatment services, you need to create a profile for both platforms. The registration process might seem like a lot upfront, but there is minimal paperwork after the first few sessions. These procedures are standard practices, which are necessary to protect you, the client, and me—the provider. In addition, they set the foundation for our therapeutic journey. If you have any technical issues with either platform, please inform me.

Appointments and Cancellations

Appointments are scheduled in advance, at a cadence we agree on, based on your goals, treatment needs, and our mutual availability. Insurance-related payments for each appointment will be made through Headway by debit or credit card (or ACH transfer).

You may cancel appointments in advance without charge, as long as I receive notice 24 hours in advance. For appointment no-shows or same-day cancellations (exception: emergency), you may be charged a \$40 fee. If you are late and I have a scheduled appointment ahead of you, you may automatically lose some of your session time. Please reach out to me directly for my latest policy on the cancellation cutoff period and fees.

Availability and After-Hours Emergencies

I check voicemail messages during normal business hours. Messages left outside of normal hours of operation will be picked up the next business day. If you are experiencing suicidal or homicidal thoughts, are in crisis, or need immediate help, please call 911 or go to the nearest emergency department.

National Crisis Intervention Hotlines:

Suicide Prevention Lifeline: 988

Veterans Crisis Line: Dial 988, Then Press 1

Domestic Violence: 1-800-799-7233

Sexual Assault: 1-800-656-4673

Human Trafficking: 1-888-373-7888

The Trevor Project (LGBTQ+): 1-866-488-7386

Contacting Me

I agree to receive text communication from you through (717) 204-8601, which is a HIPAA-compliant mobile number. Text messaging will be purposed for appointment reminders (including cancelations and rescheduling promptings), to reach you if regular phone call attempts are futile or ineffective, and to provide digital mental health resources in lieu of an email. Your text messages will not be shared with any third party. If you want to opt out of texting, please inform me at your earliest convenience.

Please be advised that I may not be immediately available by telephone. I do not answer my phone when I am with clients or otherwise unavailable. At these times, you may leave a message on my confidential voicemail, and I will return your call once I get the opportunity, but it may take a day or two for non-urgent matters. I will make every attempt to inform you in advance of planned absences. If I need to cancel an appointment at the last minute, I will reach out as soon as possible and reschedule.

Social Media and Telecommunication

Due to the importance of your confidentiality and the value of minimizing dual relationships, I do not accept friend or contact requests from current or former clients on any social networking site (LinkedIn, etc.). Adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it.

Discharge Process

Ending the therapeutic alliance can be difficult; therefore, it is important to plan out the termination process. Once your primary treatment goals are completed, or if you are satisfied with your progress, we can discuss if there are any other objectives that you would like to tackle. If psychotherapy is not effective and you prefer to transition to another clinician for continuity of care and need assistance finding treatment providers in your community, I can assist.

For legal and ethical reasons, I will consider an administrative discharge if the following criteria is met:

1. You are unwilling to pay for treatment services.
2. You have accrued three consecutive, inexcusable absences.
3. You have been inactive for 30 days or more (exception: you are already scheduled, or we have arranged to meet on a monthly basis).

Under these circumstances, I will still make every reasonable effort to get in touch with you and offer accommodations (or suggestions) before ending our therapeutic relationship. I can also extend the discharge process length, if necessary, based on your treatment needs and personal situation.

BY SIGNING BELOW, I AM AGREEING THAT I HAVE READ, UNDERSTOOD, AND AGREE TO THE ITEMS/TERMS CONTAINED IN THIS DOCUMENT.