R.A.N Counseling
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Practice Policies

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APPOINTMENTS, CANCELLATION AND NO-SHOW POLICY

Cancellation Policy:
I have a 48 hour cancellation policy. For appointment no-shows, cancellations/reschedules made within 48 hours of your session start time, you will be charged $100. This is necessary because a time commitment is made to you and is held exclusively for you. As long as I receive AT LEAST a 48 HOUR NOTICE, you may cancel or reschedule appointments in advance without incurring the $100 cancellation fee. You can cancel by cancelling your appointment through Headway, through the Practice's client portal, leaving me a voicemail at my confidential phone number 828 552 5260, or by emailing rose@rancounseling.com. This number does not receive texts. Texting this number is not a valid way to cancel the appointment.
Intake paperwork must be completed before the initial session.

Sessions lasting shorter than 16 minutes are billed as a late cancellation.

Three cancellations or no-shows per year may result in a change in session frequency or discharge from the Practice.

The standard meeting time is 55 minutes. It is up to you to determine if you'd like a shorter session. Requests to change the 55 minute session length will need to be discussed with me in advance.

Payments for each appointment will be made via Headway or Stripe for services rendered, and will be charged by the Provider or Headway after the session. Choosing to self-pay or use insurance to pay for services needs to be confirmed prior to scheduling an appointment. Payment is due at the time of your regularly scheduled session.

Client Location & Telehealth Regulations:
By law, I am only legally authorized to provide psychotherapy services in the states where I hold an active, valid license: North Carolina, District of Columbia, Virginia, and Colorado. You are responsible for informing me if you will be outside of your primary state of residence (for travel, vacation, or relocation) prior to scheduling or attending a session.

If you are physically located in a jurisdiction where I am not licensed at the time of our scheduled appointment, we will unfortunately be unable to proceed with the session. If you notify me of your location change less than 48 hours before your appointment time, or if the session must be cancelled at the scheduled start time due to location restrictions, this will be treated as a late cancellation and the $100 late fee will apply.

Appointment Cadence:

Appointments are scheduled in advance at a cadence we agree upon, based on your goals, treatment needs, preferences, and overall level of support required, including safety and risk considerations. Therapy works best when it is consistent enough to support continuity, reflection, and skill-building between sessions. For this reason, I often recommend recurring appointments when possible, especially early in treatment or during periods of increased stress or symptom intensity. The recommended frequency varies based on your goals and needs.
As treatment progresses and stability increases, session frequency may shift to reflect your needs and preferences. Therapy is always collaborative, and we will regularly revisit what level of support feels most helpful for you.

LATE POLICY

I have a 10 minute grace period. If you arrive more than 10 minutes after your session start time, I will consider that a late cancellation and you will incur the $100 cancellation fee.

AVAILABILITY

Email should be reserved only for situations in which the Client Portal is unavailable or inaccessible. Email is intended for administrative purposes only, such as scheduling, billing, or other logistical questions. I do not use email as part of the therapeutic process and generally do not respond to emails containing clinical updates, reflections, or requests for therapeutic guidance. The Practice does not use text messaging for communication, other than automated SMS appointment reminders. Please do not text the Practice phone number, as text messages are not monitored or responded to.

If you send an email containing therapeutic content, I may acknowledge receipt and encourage you to bring the topic to your next session. Depending on the nature of the email, I may choose not to respond in detail via email.

Neither the Client Portal nor email should ever be used for urgent or emergency situations. If you are experiencing a mental health emergency, call 911, go to your nearest emergency department, or contact your local crisis services.

I aim to respond to administrative messages within 2 business days. Responses may take longer during weekends, holidays, or planned time away from the practice.

AFTER-HOURS EMERGENCIES

This is a non-crisis practice. My services are available by appointment only. I do not provide 24/7 coverage. If you are in crisis or need immediate assistance, please call 911 or go to your nearest emergency room rather than attempting to contact me.

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.

PUBLIC INSURANCE RIGHTS: In the case that a patient has public insurance (Medicaid or Medicare), they understand that R.A.N. Counseling PLLC does not accept these types of insurance. I understand that I have the right to find and use a provider that does accept this insurance at any time.

THERAPEUTIC FOCUS

R.A.N. Counseling PLLC is dedicated to providing clinical diagnosis and treatment. We do not offer services for the completion of letters, forms, or any other documentation for external entities (e.g., employers, schools, disability claims, court proceedings, emotional support animal certification).

This boundary is essential to maintain the focus and integrity of our therapeutic relationship and ensure consistency across all clients.

COURT: R.A.N. Counseling PLLC does not make court appearances. They do not assist clients in divorce or custody litigation, writing court reports, making recommendations to the court, or testifying for or against clients in a court of law.

DISCHARGE PROCESS

Ending a therapeutic relationship can be difficult, and “graduating” from therapy is best discussed throughout the treatment process. It is important to have a termination process in order to achieve some closure. There are several reasons why we may eventually end our professional relationship. You may decide you would prefer to work with a different provider. I may reach the conclusion you would be better served working with someone else, I may determine that psychotherapy is not being effectively used, or if you are in default on payment. I will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. I will also extend the discharge process length if necessary based on your treatment needs, including continuing to provide emergency support for a time-limited period after you have been notified of the end of our treatment relationship. If therapy is terminated for any reason or you request another therapist, I will provide you with a list of qualified psychotherapists. You may also choose someone on your own or from another referral source.

Should you fail to schedule an appointment for three consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, I must consider the therapeutic relationship discontinued.

Please note that failure to pay for treatment, attend sessions, or communicate with me in a respectful and timely manner can also result in discharge from my practice. In addition, any patient who engages in inappropriate behavior will immediately be terminated as a client. In these instances, to ensure you have continued access to care, I will still make every reasonable effort to get in touch with you and provide referrals to a new provider before I consider our relationship ended.

Your signature below indicates your agreement to adhere to the policies outlined above.

☐ Agreement & Signature