



Family First Therapy, LLC

912-421-9399

<http://www.familyfirsttherapy.com/>

Practice Policies

Appointments

Appointments are scheduled based on your therapist's regular availability, which will typically be reviewed during the intake process.

"Off-hours" appointments refer to sessions scheduled outside of a therapist's standard availability and may include evenings, weekends, or early morning appointments.

Standard therapy sessions are 45 minutes unless otherwise discussed with your therapist. First appointments are typically 60 minutes. Extended sessions and intensives are available and can be discussed directly with your therapist.

Sessions begin and end at their scheduled times. If you arrive late, your session may need to end at the originally scheduled time in order to avoid impacting other clients' appointments. The full session fee will still apply, as that time was reserved specifically for you.

Occasionally, your therapist may request to reschedule or adjust an appointment time due to clinical, scheduling, or personal circumstances. When this occurs, efforts will be made to provide alternative options.

On-Call Services (Emergency & Crisis Situations)

Family First Therapy does not provide 24/7 crisis or emergency services. While your therapist may occasionally be available to assist with urgent clinical needs, availability cannot be guaranteed outside of scheduled appointments.

If you are experiencing a mental health emergency or are in immediate danger, please call 911, contact the Georgia Crisis & Access Line (GCAL) at 800-715-4225, or go to your nearest emergency room or urgent care facility.

Cancellations & Missed Appointments

Consistent attendance is an important part of the therapeutic process, and reserved appointment times are protected specifically for each client.

If you need to cancel or reschedule an appointment, please provide at least 24 hours notice whenever possible, as late cancellations often prevent that time from being offered to another client in need of care.

Clients who arrive more than 10 minutes late, cancel with less than 24 hours notice, or miss appointments without notice may be charged the full session fee.

If you have not arrived within approximately 7–10 minutes of your scheduled appointment time, your therapist may attempt to contact you by phone, email, or secure messaging.

Exceptions to the cancellation policy may occasionally be made at the discretion of your therapist in situations involving emergencies or extenuating circumstances.

Payment on File

An active payment method is required to remain on file for all clients. Cards on file may be charged for late cancellations, missed appointments, outstanding balances, or other agreed-upon services in accordance with practice policies.

Telephone Accessibility

If you need to contact your therapist between sessions, please message through the client portal, leave a voicemail, or send an email. While therapists are not always immediately available, we make reasonable efforts to respond within 24 business hours when possible.

Phone or video consultation sessions outside of regularly scheduled appointments may be available upon request and may be subject to additional fees.

Social Media & Telecommunications

To protect client confidentiality and maintain appropriate professional boundaries, therapists at Family First Therapy do not accept friend or connection requests from current clients on social networking platforms such as Facebook, Instagram, LinkedIn, or similar services.

Engaging with clients through social media may compromise privacy, blur therapeutic boundaries, or unintentionally reveal the existence of a therapeutic relationship. In most cases, this policy also extends to former clients.

If you have questions about social media, online interaction, or boundaries related to therapy, we welcome open discussion during session.

Electronic Communication

The secure client portal is the preferred method for non-urgent messaging and communication whenever possible. While email may be used for general communication, clients should be aware that electronic communication cannot be guaranteed to be completely confidential. Text messaging is not a reliable or approved method of communication for the practice and should not be used for clinical, scheduling, or urgent matters.

Minors

When working with minors, parents or legal guardians may have legal rights to certain information related to treatment. Therapists will discuss confidentiality expectations with both the minor and parent/guardian, including what information may remain private and what information may need to be shared.

Minors may not be left unattended before, during, or after appointments unless explicitly discussed and approved in advance by the therapist.

Termination

The ending of therapy is an important part of the therapeutic process and should ideally occur thoughtfully and collaboratively whenever possible.

A treatment episode may be considered complete when both the client and therapist agree that ongoing therapy is no longer needed at that time. This

may occur for a variety of reasons, including achievement of treatment goals, life transitions, scheduling changes, financial considerations, or other personal circumstances. Clients who close a treatment episode are generally welcome to return for services in the future.

Repeated late cancellations, missed appointments, lack of communication, or unpaid balances may result in recurring appointment times being released until concerns can be addressed collaboratively.

In certain situations, therapy services may be formally terminated when ongoing treatment is no longer clinically appropriate, practice policies are repeatedly violated, professional boundaries cannot be maintained, or treatment needs fall outside the scope of the practice.

Exceptions may be made at the discretion of the therapist, particularly in situations involving planned breaks or previously discussed circumstances.

Whenever appropriate, referrals to other qualified professionals may be provided as part of the termination process.

Payment & Pricing

Payment is due prior to or at the time services are rendered unless otherwise discussed in advance. Accepted forms of payment include credit cards, debit cards, and HSA/FSA cards.

Current standard fees are as follows:

- Initial intake appointment (60 minutes): \$180
- Standard follow-up appointment (45 minutes): \$150
- Extended follow-up appointment (90 minutes): \$225
- Off-hours appointments (outside of a therapist's regular availability): \$225 per hour

- Weekend appointments: \$225 per hour, 3-hour minimum

Brief communication between sessions is often part of care. However, any non-session services requiring significant clinical or administrative time may be billed separately based on the time required.

This may include treatment summaries, letters, form completion, extended phone calls, lengthy emails, coordination with outside professionals, extended clinical communication, or other services requiring substantial time outside of scheduled appointments.

Unless otherwise specified, these services are billed at a rate of \$180 per hour and may be prorated based on the amount of time required.

Court Attendance & Legal Proceedings

Requests involving legal proceedings require substantial time, preparation, scheduling coordination, and potential disruption to clinical availability for other clients.

If you or someone acting on your behalf requests therapist participation in legal matters—including court appearances, depositions, testimony, or legal consultation—a nonrefundable reserved-day fee of \$2,760 is required in advance to reserve that time. This fee includes preparation, documentation review, travel, waiting time, and appearance-related obligations regardless of the actual duration of proceedings.

Additional time extending beyond the reserved day, additional appearances, attorney consultation, subpoena review, legal preparation, legal documentation or other court-related services will be billed at a rate of \$325 per hour.

Please note that therapists at Family First Therapy provide clinical services rather than forensic evaluations, custody evaluations, expert witness services,

or legal opinions. Clients involved in ongoing legal disputes or custody matters may benefit from working with a clinician who specializes specifically in forensic or court-related services.

In many situations, a brief treatment summary or records request may adequately meet the needs of attorneys or courts without requiring formal testimony.

Treatment summaries are generally limited to information such as attendance, diagnosis, treatment goals, and recommendations directly related to clinical care.

Non-legal documentation, summaries, forms, and administrative requests are billed separately in accordance with the practice's standard fee schedule.

Consultation

As part of providing thoughtful and effective care, therapists may occasionally consult with other licensed professionals or supervisors. These consultations are intended to support treatment quality and clinical decision-making.

During consultation, identifying information is minimized whenever possible in order to protect client confidentiality.

Feedback

Family First Therapy is committed to providing thoughtful, high-quality care and creating a professional experience for the clients we serve.

Clients who feel comfortable sharing their experience through public feedback or reviews are always welcome to do so, though this is entirely voluntary and has no impact on the quality or availability of care provided.

Acknowledgement of Receipt

By signing or checking the acknowledgment below, you confirm that you have received and reviewed the Practice Policies for Family First Therapy.