Creative Mind Counseling, LLC
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Practice Policies
OBLPCT License: LMFT #T1934, LPC #C9880
ATCB Registration: ATR #22-230
Telehealth only

Allison Medford, ATR, LMFT, LPC

Registered Art Therapist · Licensed Marriage and Family Therapist · Licensed Professional Counselor

Please read the following policies carefully. They cover important information about cancellations, availability, what to expect in treatment, payment, and ending services.

Client Selection and Referral Process

During our first one to four sessions, I will assess whether my clinical skills and approach fit your needs. If at any point we determine that I am not the best fit for you, I will discuss this with you, end services, and provide referrals to more appropriate providers. My goal is for you to receive the most effective support, whether in my practice or with another professional.

Appointments, Cancellations, and Payment

1. **Cancellations, no-shows, and rescheduling**

   Advance notice: Please cancel or reschedule at least 24 hours in advance. If you cancel less than 24 hours before your appointment, you are responsible for the full session fee, because that time is reserved for you. Insurance will not pay this fee.

   No-show: If you do not join the video session within 15 minutes of the scheduled time and I have not heard from you by email, secure message, text, or phone, the session is considered a no-show and the full session fee is charged.

   Repeated cancellations: New clients who cancel or no-show a first appointment twice will, in most cases, not be able to reschedule a third time. Established clients who cancel or no-show three times in a row will, in most cases, not be able to reschedule and will be referred to a provider outside Creative Mind Counseling.

   Waiver of fees: I am not obligated to, but may waive a cancellation fee at my discretion (for example, if another session can be scheduled later in the same week) or once for extenuating circumstances.

2. **Session details**

   Format: All sessions are provided by secure telehealth video, for adults located in Oregon at the time of each session.

   Length: Individual therapy sessions are 55 minutes. EMDR intensives and dedicated art therapy sessions are longer (85-minute minimum), scheduled in advance, and private pay only. Intake sessions for all therapy services, including EMDR intensives, are 55 minutes. EMDR or art therapy used within a regular session is part of that session.

   Late arrival: If you arrive late, you may lose part of the session time, and no reimbursement is provided for missed time.

3. **Inactive status**

   Three consecutive no-shows or cancellations: Clients who cancel or no-show for three consecutive appointments without rescheduling are considered inactive. This means losing priority for recurring appointment times and may lead to discharge from my caseload. Re-establishing care is at my discretion, depending on my caseload and availability. If you do not schedule an appointment for three consecutive weeks and no prior arrangements have been made, I must, for legal and ethical reasons, consider our

professional relationship ended. You will then be removed from my active caseload, and our therapeutic relationship will be considered terminated.

4. **Payment processing**

   Electronic payment: Payment for sessions or late cancellations is processed electronically, typically within 24 hours. Requests to delay processing are considered at my discretion and only for short periods, to support continuity of care. If a payment does not process (for example, an expired card), please update your payment information and pay before your next scheduled session. HSA and FSA debit cards are accepted.

Fees and Reduced-Fee Spots

My current fees are listed on the Fee Schedule that is part of my Professional Disclosure Statement, and on my website. I hold a small number of reduced-fee spots for members of marginalized communities, using the Green Bottle Method, a self-select sliding scale. Please ask me about current availability.

Once a reduced fee is agreed upon, it stays in effect for six months. At the end of that period, we will review it together and decide on next steps. If you are able to pay the full fee before the review, please let me know in good faith so the fee can be updated.

If you request a superbill for insurance reimbursement, reduced fees are not available for those services, due to legal and ethical constraints.

Telephone Accessibility

Voicemail is not the preferred way to reach me between sessions, because my voicemail service is not HIPAA compliant. Please do not leave confidential information in a message, as its security cannot be guaranteed. I am often not immediately available, but I will make every effort to return your call within 24 hours. In an emergency, call 911 or go to your nearest emergency room. For a mental health crisis, call or text 988.

Electronic Communication

I cannot guarantee the confidentiality of communication through electronic media, including text messages. The most secure ways to reach me are the client portal's secure messaging and encrypted email. If you prefer email or text for scheduling or cancellations, I will do my best to accommodate that. However, I may not be able to respond right away, and I ask that you not use these methods to discuss therapeutic content or to request help in an emergency. Never use email or text in an emergency: call 911, go to your nearest emergency room, or call or text 988 for a mental health crisis.

Social Media and Online Boundaries

With so much mental health content on social media, it's easy to come across information that is incomplete or inaccurate. Social media is not a reliable source for diagnosing or treating mental health conditions and should not replace professional care; relying on it for self-diagnosis can be misleading and potentially harmful. If something you see online conflicts with your diagnosis or with my recommendations, please bring it to session so we can talk about it. I assume no liability for self-diagnosis or treatment based on social media content.

To protect your confidentiality and keep clear professional boundaries, I do not accept friend or contact requests from current or former clients on social networking sites (for example, Facebook or LinkedIn). If you have questions about this policy, please bring them to session.

Audio/Video Recording and Privacy

You and I agree that neither of us will audio or video record therapy sessions. If this policy changes, or if recording becomes necessary for any reason, you will be notified in advance and your explicit consent will be required.

You are responsible for being in a private, secure location during sessions, with no one else present in the room, to protect your confidentiality and prevent interruptions. This includes silencing notifications (texts, email, and so on)

and closing any distracting windows on your screen. Violations of this policy will be addressed directly and may result in ending services, because they reduce the effectiveness of treatment and compromise safety.

Artificial Intelligence (AI) Policy

AI is increasingly used to support administrative tasks such as scheduling, documentation, and billing. It can be a useful tool, but it has real limits in mental health care. How I use AI in documentation is described in my separate AI Use Notice and Consent.

AI and diagnosis. AI is not a substitute for professional judgment and is not used for diagnosis. All diagnoses are made by me, based on my professional expertise.

AI in sessions. Recording or scribe software will not be used during sessions unless we both agree to it in writing. Unauthorized use of AI in sessions by either of us is not permitted.

Your discretion with AI resources. Any AI tools or resources I suggest are optional. Use them at your own discretion; they are not a definitive source of diagnosis, recommendations, or evidence.

HIPAA and AI. I make every effort to ensure that any AI tools used in documentation or in handling your private information meet HIPAA standards, and I am committed to protecting your confidentiality and privacy as federal law requires.

Liability. I assume no liability for AI tools you choose to use, inside or outside of sessions. Please bring any questions about them to me or another professional.

Who I Work With

I provide individual therapy for adults. I do not provide services to minors, or couples, relationship, or family therapy at this time. If you need one of these services, I'm glad to provide referrals.

Private Pay and Out-of-Network Services

I'm in network with BCBS Regence (excluding Legacy Health Network plans); all other services are private pay. If you choose to pay privately or out of network for a service your insurance covers, you are opting out of using your insurance benefits for that service and agree to pay the full fee directly. Some insurers do not allow private pay for covered services, so please share your health insurance information with me, even if you choose to pay privately, and let me know about any changes to your coverage.

If you are paying privately or out of network, you have the right to a Good Faith Estimate of expected costs. A Good Faith Estimate is not a guarantee and may change based on the frequency and type of services.

For plans I'm not in network with, I can provide a superbill for completed services that you can submit for possible out-of-network reimbursement; reimbursement isn't guaranteed. I do not work directly with those insurers: I don't submit paperwork, negotiate rates, or settle claims. By signing these policies, you agree that seeking reimbursement, and providing any documentation beyond the superbill, is your responsibility.

Your Responsibilities When Using Health Insurance

If you use your health insurance for therapy, you are responsible for the following:

1. **Insurance information:** Provide accurate and complete insurance information before your first session, and tell me about any changes.
2. **Verifying your benefits:** Confirm your coverage for mental health services, including co-pays, deductibles, and any limits or exclusions. I can help with general information, but understanding your benefits is your responsibility. Your insurer may ask for: NPI 1922306448; service codes 90837 and 90791. Please confirm that you have telehealth coverage for these codes.
3. **Changes:** Let me know promptly about any changes to your insurance or personal information, so billing stays accurate.

4. **Non-covered fees:** You are responsible for any fees your insurance does not cover, including co-pays, deductibles, and non-covered services. These are due at the time of service.

Dual Relationships

Oregon's therapy community is small. If we identify a dual relationship that affects our work together, it may be necessary to refer you to another provider. We share the responsibility to disclose any dual relationship we become aware of, and I will gladly provide a referral if needed. To keep roles clear, I don't provide therapy to associates I supervise or to my coaching clients, and my ENM coaching and clinical supervision are not available to current or former therapy clients.

Ending Therapy

Ending a therapeutic relationship can be hard, so a closing process helps us reach closure; how long it takes depends on the length and intensity of our work. Either of us may start this process. I will always talk with you first if I believe therapy is not being used effectively or if there is an outstanding payment issue, and I will not end our work without discussing the reasons with you. If therapy ends for any reason, or you would like another therapist, I will provide a list of qualified providers, and you are always free to choose a therapist on your own.

Acknowledgment

By signing below, you acknowledge that you have read, understood, and agree to these policies. If you have questions, please ask me before signing so I can address them before we begin.

Revised November 2026.

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Client signature / date

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Allison Medford, ATR, LMFT, LPC / date