

## **Summary of Office Policies** **Natalie Masson, Ph.D.**

Therapy sessions provide a valuable space for personalized attention to your specific needs. I can be most effective in serving your needs if certain practices are followed. I have highlighted some of my practice policies below.

### **Appointments**

The time that you have scheduled for a session is time that I have set aside specifically for working with you. Consider arriving early to allow time to relax, unwind and reflect before your session. If you are late I will use the time to continue preparing for your session and we will end the session at the scheduled ending time. If you wish to continue a session longer than the time we have scheduled, please ask if extra time is available so that we can make adjustments accordingly. If I have not come to the waiting room within 10 minutes of your appointment time, please assume that there has been a miscommunication and contact me by phone to follow up.

### **Rates**

Payment is due at the start of each session. (Consider preparing your check ahead of time to avoid taking time from your session.) Rates are based on the length of session. The most common session length is 50 minutes. Longer and shorter sessions are available:

<b>Session length</b>	<b>Rate</b>
45	\$135
50	\$ 150
60	\$ 180
80	\$ 240

Late cancellations (less than 24 hours) or missed sessions will be billed at the full fee. Keep in mind that insurance companies do not reimburse for missed sessions. Exceptions will be considered for emergencies and illnesses.

### **Communication**

Routine calls - You may contact me by calling **(858) 453-2505**. I will do my best to respond within the same day to calls left during business hours Monday through Friday; for calls left after hours, I will respond the next business day.

Urgent calls - If your call is urgent and you cannot reach me, call the San Diego Crisis Line at **(800) 479-3339** where counselors are available 24 hours; call 911 for emergencies.

Email - For scheduling matters, you can also reach me by email at [drnataliemasson@yahoo.com](mailto:drnataliemasson@yahoo.com).

***Please don't hesitate to ask questions about any policies or issues related to your treatment.***