

Practice Policies

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North Springs Counseling Services - Cameron Sarin Counseling

Appointments and Cancellations

The standard meeting time for psychotherapy is 50 minutes. Requests to change the 50-minute session need to be discussed with the therapist in order for time to be scheduled in advance. To make the most of every session, clients who consistently attend sessions, are open to the process of change, and are willing to work on their goals outside of sessions tend to benefit the most from counseling while experiencing the results of positive change.

Please remember to cancel or reschedule 24 hours in advance. *Cancellations, no-shows, or rescheduled sessions will be subject to a full charge if not received at least 24 hours before the start of your appointment.* This is necessary because a time commitment is made to you and is held exclusively for you. If you are late for a session, you may lose some of that session time. Should you find yourself needing to cancel the session due to an emergency or severe illness, contact your therapist.

Telephone Accessibility and Electronic Communication

If you need to contact me between sessions, please leave a message through the SimplePractice client portal app, or you may leave a text or voicemail. I am often not immediately available; however, I will attempt to return your call within 24 hours. If you are sick or in need of any additional support, telehealth sessions are available. Simply notify me of your desire to have our session(s) via telehealth. If a true emergency arises, please call 911 or go to the nearest Emergency Department. Additionally, you can call the Kentucky Suicide Prevention Hotline at 988. Further, you may call the Seven Counties Crisis Line at (502) 589-4313.

I cannot ensure the confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, feel free to do so; however, I strongly recommend sending me a message through the SimplePractice client portal app, as this method is the most confidential. While I always try to return messages in a timely manner, I cannot guarantee an immediate response.

Social Media

Due to the importance of your confidentiality and the importance of minimizing dual relationships, I do not accept friend or contact requests from current or former clients on any social networking site (Instagram, LinkedIn, Snapchat, etc). I believe that 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.

Telemedicine Rights and Potential Risks

Services by electronic means, including but not limited to telephone communication, the Internet, facsimile machines, and e-mail is considered telemedicine by the State of California. Under the California Telemedicine Act of 1996, telemedicine is broadly defined as the use of information technology to deliver medical services and information from one location to another. If you and your therapist choose to use information technology for some or all of your treatment, you need to understand that: (1) You retain the option to withhold or withdraw consent at any time without affecting the right to future care or treatment or risking the loss or withdrawal of any program benefits to which you would otherwise be entitled. (2) All existing confidentiality protections are equally applicable. (3) Your access to all medical information transmitted during a telemedicine consultation is guaranteed, and copies of this information are available for a reasonable fee. (4) Dissemination of any of your identifiable images or information from the telemedicine interaction to researchers or other entities shall not occur without your consent. (5) There are potential risks, consequences, and benefits of telemedicine. Potential benefits include, but are not limited to, improved communication capabilities, providing convenient access to up-to-date information, consultations, support, reduced costs, improved quality, change in the conditions of practice, improved access to therapy, better continuity of care, and reduction of lost work time and travel costs. Effective therapy is often facilitated when the therapist gathers within a session or a series of sessions a multitude of observations, information, and experiences about the client. Therapists may make clinical assessments, diagnoses, and interventions based not only on direct verbal or auditory communications, written reports, and third-person consultations, but also from direct visual and olfactory observations, information, and experiences. When using information technology in therapy services, potential risks include, but are not limited to the therapist's inability to make visual and olfactory observations of clinically or therapeutically potentially relevant issues such as: your physical condition including deformities, apparent height and weight, body type, attractiveness relative to social and cultural norms or standards, gait and motor coordination, posture, work speed, any noteworthy mannerism or gestures, physical or medical conditions including bruises or injuries, basic grooming and hygiene including appropriateness of dress, eye contact (including any changes in the previously listed issues), sex, chronological and apparent age, ethnicity, facial and body language, and congruence of language and facial or bodily expression. Potential consequences thus include the therapist not being aware of what he or she would consider important information, which you may not recognize as significant to present verbally to the therapist.

Minors

In the state of Kentucky in regards to the therapeutic relationship, you are considered a minor if you are under the age of 16 years old. Your parents may be legally entitled to some information about your therapy. I will discuss this with you and your parents, what information is appropriate for them to receive, and which issues are more appropriately kept confidential. If you have any concerns, please bring this up with me directly. Confidentiality and its limits will be explained to both you and your parent/guardian at our initial session.

Graduation

Ending relationships can be difficult, and while some providers call this termination, I think of this more as a graduation. Therefore, it is important to have a graduation process in order to achieve some closure to the therapeutic relationship. Additionally, it gives time to reflect on the process you have undergone. A graduation session is our final session together, where we may celebrate your progress while reflecting on continued growth opportunities. I may conclude treatment after appropriate discussion with you and initiate the graduation process if I determine that the psychotherapy is not being effectively used or if you are in default on payment. I may also do so if we collaborate to ensure that you have met your goals. I will not end the therapeutic relationship without first discussing and exploring the reasons and purpose of such an ending. If therapy is concluded for any reason or you request another therapist, I will provide you with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.

Should there be an absence of scheduling an appointment for three consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, I must consider the professional relationship discontinued, and I will no longer add you to my schedule until you reach out to resume services.

Complaint Procedures

I encourage my clients to discuss any concerns or complaints with me directly and immediately. However, if you wish to make a formal complaint, I can provide my supervisor's contact information. Or you can contact the Kentucky State Board of Psychology.

Recording or Observation

Being under supervision, there may be times when sessions are asked to be attended by my supervisor or recorded via audio or video. These circumstances would only occur with your expressed consent.