

Office Procedures

For the courtesy of all my clients, all appointments begin and end on time unless otherwise arranged. Please be on time! Due to the specific nature of session lengths, if you are more than 15 minutes late you will not be seen and will need to reschedule.

Payments and co-payments are expected at the time that services are rendered. If you need to set up a payment plan, please notify me PRIOR to the session.

Please come into the waiting area and be seated. Please do not come through the hall door if it is closed unless you need to use the rest room. This door helps us adhere to HIPAA regulations and respect clients' privacy.

This is a family-friendly office. Siblings and/or children of clients are welcome to be in the waiting area or play room as long as reasonable quiet is maintained.

Often times you will not be able to reach me by calling the office. I may be with a client or simply not in. Please leave me a confidential voice mail message and I will return your call when I can. Any time a message is left, I am notified. Repeated phone calls to my voice mail only mean there will be even more of a delay before I can call you back. If you are experiencing an emergency or crisis, please page me with your phone number plus 911 so that I may return your call. Emergency calls are returned usually within 30 60 minutes. If you are experiencing a life-threatening emergency and you CAN NOT wait for a return call, please call 911 or go to your nearest emergency department. If I am planning on being out of town, arrangements with another local counselor can be made for those non-life threatening emergencies that cannot wait.

E-mail is a convenient way for me to correspond with clients and is actually my preferred means of communication for scheduling appointments. (Please review Use of Email Parameters) My email address is cheryl@cherylelawsonlpc.com

Inclement weather policy: If we are having winter weather, please do not assume that I will or will not be in the office. It is your responsibility to call the office and listen for any changes on the outgoing message or check my website. You also may email me at least 2 hours prior to your session time to find out if my office is closed or open. If you need to reschedule your appointment b/c of winter weather (you are not comfortable driving in it, etc) this will not be considered "canceling without 24 hr notice". Your safety is of the utmost importance.

Please do not hesitate to ask me any questions. I'm glad you're here!!