

**Tammy A. Summers, M.Ed., LCMHC**  
**(919) 659-5570 office (919) 782-4770 fax**

## **OFFICE POLICIES AND PROCEDURES**

This guide to my office policies and procedures is designed to address some of the more frequent concerns that clients have about my services. If there are further questions, please feel free to address those with me.

**CONFIDENTIALITY** Your contact and all communications with me are strictly confidential. I only communicate with others if you have given me your written consent. However, I am legally required to release information to appropriate authorities when child abuse or a threat to harm yourself or others in a serious way is suspected. A court of law can require me to discuss your treatment if you are accused of a serious criminal offense or if your child's welfare is an issue in a custody dispute. If you use your health insurance, they will know you are a client and usually require a diagnostic code. More extensive information will only be released with your permission.

**URGENT MESSAGES** If you need immediate attention for an urgent situation, I can be reached by calling my voice mail at 919-659-5570. You may also leave a message on my home at 919-810-1050. If I cannot be reached, you should call Holly Hill Hospital RESPOND line at 919-250-7000, Wake County Mental Health at 919-250-3133, or go to your nearest hospital emergency room.

**APPOINTMENTS AND CANCELLATIONS** When an appointment is made, that time is set aside for you and cannot be given to any other client. It is very important that appointments be kept. If an appointment time needs to be rescheduled or canceled, please call my office as soon as possible so that the time may be available to someone else. There will be a full fee charge for any missed appointment unless notice of cancellation is received 24 business workday hours in advance. Since I am not in the office on Fridays, cancellations for Monday need to be in by Thursday evening. Appointments may be canceled by leaving a message at 919-659-5570. Please note that insurance does not cover late cancellations or missed appointments.

**PAYMENT FOR SERVICES** Payments for therapy sessions are made at the time you are seen. You may pay by cash, personal check, Zelle, Venmo, or Cash App.

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Client

Date