

# PRACTICAL NEUROTHERAPY

## PRACTICE POLICIES

We would like to congratulate you for taking this step! This is an investment in your health.

We typically do 10-12 sessions once a week. At that time, we will reassess how far you've come and if we are meeting goals. We then bump to every two weeks to see how your brain holds the training. Each brain is different – you let us know based on your symptoms what you need.

### APPOINTMENTS, PAYMENT, AND CANCELLATIONS

The initial consultation includes first training and is \$149 (will take up to 2 hours). Appointments after that are \$115 each and take 30 – 50 minutes. After the first appointment your card will be kept on file, payment is charged at time of service (HSA cards work as payment). We reserve the right to discontinue service if your card declines due to insufficient funds.

Last-minute cancellations and no-shows are a **\$50** fee. All notices must be received **at least 24 hours in advance**. This time is held exclusively for you – there are many people waiting to receive treatment, so we need to keep our schedule running smoothly. If you are late for a session your appointment will end on schedule.

Keep in mind, even if you don't feel wonderful, you're still receiving the benefits of neurofeedback. Occasionally, you may feel worse after leaving your appointment than when you arrived. Your brain is giving us valuable information – Each brain is unique and sometimes it takes a few adjustments to find what makes you feel your best. For the best possible outcome, we need to get an 'after session report' 24 hours after your training; this gives us important information for your next treatment.

### COMMUNICATION

If you need to contact your provider between sessions, you may text them. They will do their best to respond within 24 hours. If an emergency arises, call 911 or call the listen line at 1(866) 835.2755.

At Practical Neurotherapy, we are not therapists. However, we may suggest homework and/or books that may be of help. It is not mandatory, but we will do our best to point you in the direction we believe you should go based on the information you provide.

Practical Neurotherapy purchases the safest HIPAA compliant modalities available to protect your information when scheduling, billing, and record-keeping. Due to the nature of electronic communication, we cannot guarantee the confidentiality of any form of communication through electronic messaging, including text.

### MINORS

Parents may be legally entitled to some information about treatment. Each provider will discuss with client and parent what information is appropriate for them to receive and which issues are more appropriately kept confidential.

It is vital that we receive information about symptoms after training. Keep in mind, children often don't report as well as adults. If they say they're fine, we will train accordingly, and they may not receive the desired outcomes.

BY CLICKING THE CHECKBOX BELOW, I AM AGREEING THAT I HAVE READ, UNDERSTOOD, AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.