



Les Martel, Ph.D

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NEW CLIENT INFORMATION

Welcome to my practice. Confidentiality is one of the cornerstones of psychotherapy. Confidentiality means that your therapy remains private, between us. While I am dedicated to preserving your privacy, there are laws that limit my ability to do so in certain circumstances. These are explained in the “Notice of Privacy Practices” information I have given you.

I will make every effort to return your phone calls as quickly as I can. You can expect that this will be within 24 hours. If we have not made special arrangements for contact over the weekend, and you need to speak with me, please leave a message for me I will be in touch with you as soon as possible.

PAYMENT AND CANCELLATION INFORMATION

Fees are set during our initial meeting. Unless other arrangements are made or your insurance plan pays in full, I ask to be paid in full by check or in cash at the beginning of each session. Upon request, I will furnish a monthly statement that can be submitted to your insurance carrier. It is your responsibility to find out what your deductible and/or co-payments are.

Generally, my policy is to charge for missed appointments, barring emergencies that are cancelled less than 24 hours in advance. In the event that you are unable to give sufficient notice, I will try to reschedule an appointment with you within that week. If we can reschedule you will not be charged for the late cancellation. The exceptions to this policy are situations involving emergencies such as major snowstorms, serious illness, etc. In addition, you should know that insurance companies will not reimburse for missed appointments so you are responsible for paying me directly at our next in person meeting.

If we contract to work together, I expect that you will attend sessions on a regular basis and that we will have an open and honest communication about your concerns and any other details of importance. I understand that it often takes time to develop trust and welcome your feedback about what is helpful. You have the right to question me about any concerns about therapy and your progress as well as the right to obtain a second opinion. The success of this process depends on therapy being a collaborative endeavor.

Finally, I hope that you will end your psychotherapy at a time that we have agreed on in advance with at least one termination session. Good-byes are an important part of this process.

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