

Office Guidelines

I look forward to working with you in helping you achieve the goals that motivated you to find me. The following guidelines are established to facilitate our work together. Please do not hesitate to ask any questions.

- **Confidentiality**

Our sessions and your medical information are confidential. A signed release form will be necessary to obtain permission to speak to your physician, therapist, or other treatment team members.

- **Session Duration**

Initial sessions are 75 minutes long. Follow-up visits are 45 minutes long. I will make every attempt to begin sessions on time and appreciate your cooperation in ending on time.

- **Cancellation Policy**

A 48-hour notice is required for any cancellation. With such notice, I am able to schedule someone else in your time slot. Without adequate notice, I am unable to fill your time and will have to charge you for the cancellation. I appreciate your cooperation.

- **Fee Schedule and Payment**

This fee schedule applies to office sessions and telephone sessions. Checks are the preferred form of payment. Payment is due on the date of service. Unless otherwise agreed to, payment that is over 30 days late will be assigned a \$25 late fee for each month it is overdue. If you have your check written before the session begins, we will be able to use the full session time to your benefit.

Initial session (75 minutes) is \$250

Follow-up sessions (45 minutes) are \$150

- **Email, Cell Phones, and Faxes**

Computers and unencrypted email, texts, and e-fax communications can be relatively easily accessed by unauthorized people and therefore can compromise the privacy and confidentiality of such communications. If you communicate private or confidential information via unencrypted email, texts, e-fax or phone messages, I will view it as your agreement to take the risk that such communication may be intercepted. If you do not want me to contact you via email, please let me know in the initial session.

It is often difficult for me to accurately assess a situation and respond appropriately via email. If you want to use email to report progress, reschedule an appointment time, or send a photo for use in our session, you are welcome to do so. Please be advised that I will not return non-emergency calls or emails on the weekends or on Mondays.

If you need assistance between sessions, I am available to assist you for a few minutes if necessary. Just leave a message or email me. I will return the call as soon as I can. If you need more than a few minutes, please consider setting up an extra session.

Please do not use text, email, voicemail, or faxes for emergencies. In the event of emergency, please call 911 or go to the closest emergency room.

- **Insurance Coverage**

Some insurance companies cover medical nutrition therapy, while others do not. Your receipt of payment has the diagnostic codes required for an insurance claim. If you submit a letter from your doctor with your claim, you may be more likely to receive reimbursement. If you choose to submit an insurance claim, any reimbursement should go directly to you as you will have already paid me directly for your services.

- **Case Consults and Supervision**

I frequently consult other professionals regarding the treatment for my clients and am regularly involved in continuing professional development. However, I never disclose the name of my clients or any identifying information.

- **Honesty**

I really appreciate it when clients can be honest with me. If you are feeling stuck or questioning your progress, please let me know. Relearning how to eat is a process and it takes time. However, I am committed to using our time together effectively.

- **Vacation**

If you have an upcoming vacation or work trip, please let me know ahead of time. These are often opportunities for food challenges and may affect the pace of our work. I will make an effort to let you know about any of my vacations or conferences as far in advance as possible.

Theresa C Kinsella MS, RD, CDN
280 Madison Avenue, Suite 1004
New York, New York 10016
theresakinsellard@gmail.com
646.351.9148

©2014 Theresa Kinsella MS, RD