



MCF Family Counseling  
6160 Warren Pkwy Ste. 100 #161  
Frisco, TX 75034  
Ph: 972-836-9344  
[matt@mcfamilycounseling.com](mailto:matt@mcfamilycounseling.com)

## **PRACTICE POLICIES - 2026**

### INFORMED CONSENT

Consent for therapeutic services is necessary for best practices and the safety of your information and health. Detailed information regarding what this entails can be found in the initial paperwork and our Informed Consent for Psychotherapy forms.

Additionally, where legally applicable, in the case of legal guardianship disputes and therapy services for minors, unless otherwise deemed unnecessary by court orders, our therapists will require that both parents have reviewed and signed the informed consent paperwork prior to work with the minor client. It is noted that a copy of all legal documentation including but not limited to a copy of the current Final Divorce Decree will be required prior to services being started.

### APPOINTMENTS AND CANCELLATIONS

The standard meeting time for psychotherapy is 50 minutes. It is up to you, however, to determine the length of time of your sessions. Requests to change the 50-minute session needs to be discussed with the therapist in order for time to be scheduled in advance.

A \$10.00 service charge will be charged for any checks returned for any reason for special handling.

Cancellations and last-minute re-scheduled session will be subject to a \$100 charge if NOT RECEIVED AT LEAST 24 HOURS IN ADVANCE. This is necessary because a time commitment is made to you and is held exclusively for you. If you are late for a session, you may lose some of that session time.

### TELEPHONE ACCESSIBILITY

If you need to contact me between sessions, please leave a message on my voice mail. I am often not immediately available; however, I will attempt to return your call within 24 hours. Please note that Face- to-face sessions are highly preferable to phone sessions. However, in the event that you are out of town, sick or need additional support, phone

sessions are available. If a true emergency situation arises, please call 911 or go to any local emergency room.

### SOCIAL MEDIA AND TELECOMMUNICATION

Due to the importance of your confidentiality and the importance of minimizing dual relationships, I do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). I believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it.

### ELECTRONIC COMMUNICATION

I cannot ensure the confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, I will do so. While I may try to return messages in a timely manner, I cannot guarantee immediate response and request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies.

If you and your therapist chose to use information technology for some or all of your treatment, you need to understand that:

- (1) You retain the option to withhold or withdraw consent at any time without affecting the right to future care or treatment or risking the loss or withdrawal of any program benefits to which you would otherwise be entitled.
- (2) All existing confidentiality protections are equally applicable.
- (3) Your access to all medical information transmitted during a telemedicine consultation is guaranteed, and copies of this information are available for a reasonable fee.
- (4) Dissemination of any of your identifiable images or information from the telemedicine interaction to researchers or other entities shall not occur without your consent.
- (5) There are potential risks, consequences, and benefits of telemedicine. Potential benefits include, but are not limited to improved communication capabilities, providing convenient access to up-to-date information, consultations, support, reduced costs, improved quality, change in the conditions of practice, improved access to therapy, better continuity of care, and reduction of lost work time and travel costs.

Effective therapy is often facilitated when the therapist gathers within a session or a series of sessions, a multitude of observations, information, and experiences about the client. Therapists may make clinical assessments, diagnosis, and interventions based

not only on direct verbal or auditory communications, written reports, and third person consultations, but also from direct visual and olfactory observations, information, and experiences. When using information technology in therapy services, potential risks include, but are not limited to the therapist's inability to make visual and olfactory observations of clinically or therapeutically potentially relevant issues such as: your physical condition including deformities, apparent height and weight, body type, attractiveness relative to social and cultural norms or standards, gait and motor coordination, posture, work speed, any noteworthy mannerism or gestures, physical or medical conditions including bruises or injuries, basic grooming and hygiene including appropriateness of dress, eye contact (including any changes in the previously listed issues), sex, chronological and apparent age, ethnicity, facial and body language, and congruence of language and facial or bodily expression. Potential consequences thus include the therapist not being aware of what he or she would consider important information, that you may not recognize as significant to present this verbally the therapist.

#### ADA and ACCESSIBILITY

Every effort is made to accommodate all known needs. Should you or a member of your party (parent/guardian/child, etc.) require unique accommodations, please inform your provider to collaborate on how best to accommodate such needs. These may include, but are not limited to: language interpretation, medical or other health impairment needs, sensory, or developmental considerations.

#### MINORS

If you are a minor, your parents may be legally entitled to some information about your therapy. I will discuss with you and your parents what information is appropriate for them to receive and which issues are more appropriately kept confidential.

#### *ARD, IEP, 504, or Other Educational Meetings*

As a child's therapist I make myself available to consult or work with schools and their personnel as needed to best assist in treatment. I offer, upon the request of the parent/guardian, to attend or submit documentation for meetings relating to the educational needs of the child. I charge \$100/hour due to the nature of the meetings and legal requirements involved. I offer consultations with other professionals on an as needed basis. Appropriate referrals, releases, and documents will be coordinated as is necessary for this.

#### LEGAL AND COURT RELATED CASES

As a therapist I am permitted to testify in cases related to my clients as required by law. I can only testify on behalf of my observations, interactions with the client(s), and any mental health or counseling related recommendations and/or protocols. Please note, I am not able to comment or discuss issues of custody or fitness as a parent/guardian. If

a client or client's parent/guardian wishes to have me testify on their behalf, I require a subpoena and a minimum of 48 hours notice. Additionally, if my records, notes, files, or other documents are requested, I will require a subpoena and a minimum of 7 days notice. It is recommended in cases involving minors that a therapeutic summary be provided in lieu of full records where possible to protect the child in these situations from legal, therapeutic, and long-term relational problems. MCF Family Counseling requires payment for these services up front and a minimum of 48 hours in advance of hearings, testimony, depositions or other court appearances. Fees will not be refunded if the court-related work is cancelled within the 48 hour window. The fees are as follows:

### ***Legal Consultation Rate***

- \$350/hour (i.e., lawyer consultation, parent facilitator/mediator consultation, court documentation/summaries)

### ***Testimony or Deposition***

- \$350/hour Billed in 4 hour increments (to respect clients whom may need to be rescheduled or on-call accordingly)

Fees for court-related work are the responsibility of the party who issues the subpoena. In the event both parties issue a subpoena the cost will be split amongst the parties involved. Additionally

### **TERMINATION**

Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. It is recommended in particular for minor clients to have a final session as is determined by the family and therapist together in order to give the child an understanding of the process. The appropriate length of the termination depends on the length and intensity of the treatment. I will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If therapy is terminated for any reason or you request another therapist, I will provide you with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.

### **YOUR THERAPIST**

You may request a Curriculum Vitae (CV) of your therapist at any time. These are lists of training, experience, and other qualifications relating to their area(s) of expertise. For attorneys and other legal professionals should a list of case(s) and/or other documentation be needed, a formal request for this information to the therapist is requested.

### **TEXAS BEHAVIORAL HEALTH EXECUTIVE COUNCIL**

You have the right to contact the state licensing board for your provider. In Texas it is the Texas Behavioral Health Executive Council regarding mental health services you may

receive from our providers. Should you wish to file a Board Complaint, please contact your therapist for information regarding the process. Their contact information is provided as follows:

1801 Congress Ave., Ste. 7.300

Austin, Texas 78701

(512) 305-7700

Investigations/Complaints 24-hour, toll-free system- (800) 821-3205

<https://bhec.texas.gov/>

### CONSENT

Your consent is an ongoing process. If you have questions, concerns, or would like to revoke consent at any time, you are within your right to do so by written documentation. Your consent, unless revoked via written notice, to the above policies is voluntarily understood to be ongoing between you and the therapist. It is a pleasure and honor to be trusted to join you in this process and it is highly valued.

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