

INFORMATION and POLICIES

Lori Oge MA, LPC

7526 Big Bend Blvd., Webster Groves, MO 63119 / (314) 740-9272

Fees and Payments – A full session is 50-55 minutes long. My fee is \$100 per hour. I accept Anthem Blue Cross/Blue Shield and Cigna insurance as well as cash, check or debit/credit cards. Also, I have a contract to work with ComPsych which is an Employee Assistance Program (EAP) throughout many organizations and corporations in the St. Louis area. I also work with Morneau Shepell which is an EAP as well. If your job offers one of these programs I encourage you to apply to use it because it will pay for a certain amount of sessions for you. I will also take a sliding scale of \$65.00 per hour for any client who can't afford my full fee. Payment for each session must be made at the time of service. In the case of a missed appointment without contact from you, you are still responsible for paying for the missed session. This will be done per our agreement for payment. In the case of minor children, the parent bringing the child in for treatment will be held responsible for payment at the time of service.

THERE ARE NO EXCEPTIONS TO THIS POLICY.

Contact – Any contact outside of your session time will be limited to the following:

- Scheduling, changing, and/or cancelling appointments. You can call or text me at 314/740-9272. You can also email me at: lcoge@sbcglobal.net.
***Please note all appointments require a 24-HOUR NOTICE OF CANCELLATION.**
- A crisis involving imminent harm to self or harm to another.
(Please note that in such a crisis situation your first step should be to call 911 or immediately proceed to the nearest emergency room. I am not on call 24 hours a day and/or 7 days a week, so even in a crisis situation I may not be able to immediately respond to you. I will respond when I am able to do so based on my schedule, whether I am in session or if I am in/out of the office, etc.)

*When your session is finished, I would greatly appreciate if you adhere to the time schedule and not continue talking, asking questions, and/or delaying me from beginning my next session on time. I will do my best to start your session on time and I ask that you help me extend the same courtesy to all my clients.

* When you are in the waiting room, please be sure to keep all noise levels (talking on the phone, talking to someone else in the waiting room, etc.) to a minimum so that the other therapy offices downstairs and upstairs with sessions in progress are not disturbed. In addition, children under the age of 15 must have adult supervision and not be left alone in the waiting room.

Thank you for understanding that these policies are designed to provide the best possible services to all clients. While I love the work that I do, it is imperative for me to maintain policies that allow me to have down time, schedule and enjoy my time out of the office, be paid fairly for the services that I provide, keep a prompt schedule for myself and my clients, and be highly effective as a Licensed Professional Counselor.

Preparation of Written Documents – There is a fee when preparing reports, clinical summaries and/or letters requested by you. The fee is \$15.00 per quarter hour. I do not charge for signing papers/documents.

Termination of Therapy – The therapy process is a combination of support and challenge. When you are ready to leave counseling, for whatever reason, I want to help you leave well. In order to leave well, all you need to do is give me advance notice. A week or two is sufficient. When leaving is handled this way it turns out to be a productive time in therapy for clients. I like for my clients to give feedback on what they thought about their therapy: Did they achieve their goal? Did they feel comfortable in the environment we created together? Do they have any comments, negative or positive about our time together? Even if you are not able to give advance notice, I will still do my best to help you leave well.

Colleagues – All psychotherapists and professionals in the collaborative at 7526 Big Bend Blvd., Webster Groves, MO 63119 are sole practitioners who operate independently. The psychotherapists and professionals do not function as a group practice. Each maintains separate professional and business records and assumes no liability for the services or business practices of other professionals in the office. The terms of all professional, business and financial agreements are between the client and the individual psychotherapist. Because this is a collaborative, other therapists may use my office when I am not there.

Client Records - Client records for Lori Oge MA, LPC are kept locked up in a secure location off the premises of 7526 Big Bend Blvd, Webster Groves, MO 63119. I do not leave them in the office because the building at 7526 Big Bend Blvd, Webster Groves, MO 63119 is considered a collaborative which means other therapists are free to use my office when I am not there. It is for that reason that I secure records elsewhere.