



Welcome. It is an honor and a pleasure to be starting a new therapeutic relationship with you. This document is intended to provide some information you may need across our work together.

Your Clinician:

Dr. Michelle McDonald, PhD
Licensed Clinical Psychologist
FL License #: PY9795
VA License #: 0810005523

Your Tele-health Session:

Psychology Today offers a confidential HIPAA compliant platform for telehealth. Below please find the link for our session. This link can be used for every session, even if you are joining for a parent or family session.

<https://sessions.psychologytoday.com/dr-michelle-mcdonald>

What you can expect from our sessions:

- Sessions are 50 minutes in length, typically beginning on the hour unless otherwise agreed upon.
- I do my best to remain on-time but please remember, the profession of psychology is a human service. If I am running late, I will do my best to notify you, please remember to keep grace for the client who I am engaged with. Someday it maybe you who requires a few extra moments of my time.
- If I am late, I will do my best to make up the difference on the back end of our session. This may not always be possible.
- If you are late, our session will still end at 10 minutes of the next hour to preserve the next appointment in my schedule. The session will still be charged for the full 50 minutes as this time was saved for you.
- Due to insurance compliance, and to preserve therapeutic quality, we cannot start a 50 minute session later than 20 minutes after the hour. If you are more than 20 minutes late the session will be treated as a “no-show”, and you forfeit your session that day.

Cancellations and No-Shows

- Please cancel your session no less than 24 hours ahead of time.
- Cancellations within 24 hours of the appointment time will be considered “no-show” and billed at the regular rate. Many insurance companies will not reimburse you for “no-show” appointments.
- This policy is in effect to preserve the ability to serve all clients as needed. Currently there is a mental health crisis in America with less clinicians than demand. An opening in my schedule can be offered to someone else with 24 hours advanced notice. Otherwise, it remains a hole in my schedule and a lost opportunity to support another individual/child or family.