

Heather O'Neil, LCSW
Practice Policies

This information will help you understand what I offer through my clinical practice and the guidelines I follow in an attempt to best serve you and address your needs.

Appointments:

Initial sessions usually run 60 minutes in length and ongoing sessions are 45 - 50 minutes in length. Should you need to cancel, please call 720 363-5793, at least 24 hours before your appointment. I will make every attempt to reschedule you as quickly as possible. Cancellation must be received at least 24 hours before your scheduled appointment or you will be charged for the session.

Availability:

My office hours are Monday, Wednesday and Friday from 9am-6pm. I have evening office hours available on Wednesday nights. Other office times may be available upon request. I will do my best to meet your availability needs.

Emergencies:

You can leave a message for me at 720 363-5793 and I will attempt to return your call as quickly as possible. If you have a medical or mental health emergency please call 911 or go to your nearest hospital.

Confidentiality:

Generally speaking, information exchanged during therapy sessions is legally confidential and will not be disclosed without written permission from you, the client. There are exceptions to the general rule of legal confidentiality. Exceptions include reporting suspected child abuse and reporting imminent danger to client or others.

Fees:

The fee for a 50 minute individual session is \$90.00 and for a 75 minute family session \$125. I am a provider on several insurance lists so please discuss with me your insurance plan and I can let you know if I am in the provider network. Payment is expected at the time services are rendered. If you have financial need a sliding scale can be negotiated. You may pay by cash, check, or credit card. I will provide receipts for all payments made and you can use this to seek reimbursement from your insurance plan or flexible spending account if I am not in your provider network or you choose not to go through your insurance.