



Julie M. Thigpen LPC-S, RPT-S

Licensed Professional Counselor- Supervisor; Registered Play Therapist- Supervisor

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Appointment & Scheduling Policy

In an effort to accommodate everyone's schedules, we have established the following policies:

- Please note when your child is in session with the therapist, it is important that an adult remain in the office and not leave the premises for any reason.
- Your child's appointments will be at the same time each week, and will remain on the schedule, unless or until you and your therapist have discussed a different arrangement.
- If you must miss an appointment, please give at least 48 hours' notice so that we have time to schedule someone else who needs an appointment.
- If you need to change or cancel an appointment, please text MS. Julie at (361) 371-2729. Your message/ text will be taken 24/7, and the date & time will be recorded. If a response is needed, it will be delivered during business hours.
- We understand emergencies & illnesses will occur. We are willing to discuss options to missed appointment fees, i.e. rescheduling if possible. Without 48 hours advanced notice, the missed appointment fee is the full session rate & will be automatically charged through Ivy Pay within 24 hours. *This fee cannot be billed to insurance.*
- To support everyone remaining healthy, please keep illness at home. If a child stayed home from school they should continue to rest at home and if there has been a contagious illness in your home, please remember those who are sick should not accompany the child to the office.
- If there are more than two missed appointments in a 3 month period, you may be asked to take another appointment time or may be referred out to another office.

We appreciate your cooperation with these guidelines as we make efforts to provide services and accommodate schedules. Feel free to speak with us if you have questions or concerns.

To leave a message ABOUT APPOINTMENTS **TEXT MS. JULIE (361) 371-2729.**

For any information, or concerns, about your child that needs to be relayed to your therapist please email Ms Julie directly at julie.distinctiveplay@gmail.com

Please know, this is just a way to relay information to the therapist. The information will then be placed in the file for record, you may not receive a response.

If you prefer, you may request to set up a Parent Consult with Ms. Julie.