OFFICE POLICIES AND INFORMATION
(Please keep for future reference)

APPOINTMENT SCHEDULING
MSP does not pay for missed appointments or short notice cancellations. If a “no show” or cancellation occurs with less than 48 hours notice and no other arrangement is made, you will be responsible for the Cancellation Fee of $75. You can avoid this fee by attending the appointment without your child, by rescheduling the appointment within the next 2 days, or by having a telephone or video appointment at the scheduled time.

You may cancel or reschedule appointments up to 48 hours in advance without charge by clicking the “Reschedule” or “Cancel Appointment” button in your appointment confirmation email, or by using the website Booking Page (www.shrinkinabox.com/booking).

APPOINTMENT REMINDERS
You will receive an appointment confirmation email and a reminder 5 days prior to your next appointment by email and text message (if you agreed to receive text messages). PLEASE DO NOT REPLY TO THESE MESSAGES as they will not be received.

FEES
• Short notice cancellations/no-shows: $75
• Prescription renewals (without a phone appointment): $25
• Forms or letters (without a phone appointment): $50
• Email: $25 per email
• Phone appointments: covered by MSP
• Video calls: covered by MSP
• In-person appointments: covered by MSP

All fees can be avoided by scheduling a phone, video or in-person appointment. Book online at www.shrinkinabox.com/booking.

OFFICE ETIQUETTE
• When you arrive please ring the doorbell and be seated in the foyer outside the office. Dr. Lauderdale will be with you shortly.
• The child/teen’s parent should attend all appointments in order to provide their observations and feedback at each session.
• Please turn off or silence your cell phone prior to your session with Dr. Lauderdale.
• Please do not bring food or drinks into the office. Water is available upon request.
• Children under 6 years of age should not attend appointments with you because your undivided attention is essential during therapy sessions.

Thank you for your consideration.
PHARMACARE
If Dr. Lauderdale prescribes medication for your child, you may be eligible for reimbursement or assistance on a portion of your child's medication costs. For more information and to calculate possible financial support please visit: https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/pharmacare-for-bc-residents

LEGAL CORRESPONDENCE
The Medical Services Plan does not cover legal correspondence or communication of any kind. Fees will be charged to you through your lawyer according to the Doctors of BC fee schedule.

CONFIDENTIALITY
With certain exceptions, the content of all therapy sessions will be kept confidential, including the individual sessions with a teenager or child. However, patients have the right to share information with whomever they choose. Parents may, if they so choose, authorize the release of information to a third party by signing a Consent to Release Information Form. Your child’s referring doctor will automatically receive a copy of the assessment report.

Exceptions: The law requires mental health professionals to report cases in which someone's life is in danger or in which an adult is neglecting or abusing a minor. Also, if a judge orders a doctor to appear in a court of law, or if the case file is subpoenaed, the doctor is obliged to reveal case information.

AGREEMENT
I, ____________________________________, hereby acknowledge that I have read, understood (PRINT NAME) and agree to follow the policies as outlined in this form including any changes as noted. I have also received a copy of this Agreement.

_________________________________  __________________________
(Signature)  (Date)