

Practice Policies



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Radiant Wellness Mental Health Center

www.theradiantwellness.org

(786) 933-4859

Appointments, Cancellations and No-Shows

- Please cancel or reschedule **at least 24 hours in advance**.
- Late cancellations or missed sessions are charged a \$50 fee, except for Medicaid and Medicare patients
- Standard initial sessions are **40 minutes**, but you may request a different length—just let us know in advance
- Returned checks will incur a **\$10 service fee**
- To respect everyone's time, sessions may be shortened if you arrive late, in order to honor the next scheduled client.
 - **Initial visits:** Arrivals more than **15 minutes late** are considered a **no-show**
 - **Follow-up visits:** Arrivals more than **10 minutes late** are considered a **no-show**

Telephone Accessibility

- You can leave a voicemail between sessions
- We aim to return calls within **48 hours**
- Telehealth sessions are preferred, but **phone sessions** are available if you're sick, traveling, or need extra support
- For emergencies, please call **911** or go to your nearest emergency room

Social Media & Boundaries

To protect your privacy and maintain professional boundaries:

- We do **not accept friend or contact requests** on social media (e.g., Facebook, LinkedIn)
- This helps preserve confidentiality and the integrity of our therapeutic relationship
- If you have questions, we're happy to talk about it in session

Electronic Communication

- We cannot guarantee confidentiality over text or email
- You may use email or text **only for scheduling or cancellations**
- Please **do not use electronic messages** for therapy content or emergencies
- We'll respond as soon as possible, but immediate replies are not guaranteed

Telemedicine & Technology Use

If we use technology (phone, video, email, etc.) for therapy, here's what you should know:

1. You can **withdraw consent** at any time without losing access to care