



Dr. Beth Firestein  
Licensed Psychologist  
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## OFFICE POLICIES AND PROCEDURES

### Scheduling and Cancellation Information

Individual, couple and family counseling sessions are 45 minutes in length unless otherwise negotiated. You may schedule longer sessions and these will be charged on a prorated basis. Special services, such as EMDR and some couple or family therapy may be more productive if scheduled for a longer session, but this is at the discretion of the client in consultation with Dr. Firestein.

I also ask that you provide me with a minimum of 24 hours notice if you will be unable to keep your appointment. If no notice is given or you give less than 24 hours notice, you will be charged full fee for the session. Exceptions are made for sessions cancelled late or missed due to a true emergency, such as sudden illness, accident, or weather, and you will not be charged for sessions cancelled late or missed due to an emergency.

I will seldom need to change your appointment. However, emergencies sometimes occur in my practice, so I may occasionally be delayed in meeting with you or need to reschedule our appointment. If rescheduling is necessary, I will give you as much notice as possible. I appreciate your patience and understanding in these rare circumstances.

### Emergencies

Although I make every effort to be available to my clients in times of personal emergency, I may not be able to respond immediately. I do not have an emergency back up staff and I do not carry a pager. I normally return all phone calls within 24 hours unless I am out of town. If I am out of town for an extended period, I may ask another therapist to be available to respond to my current clients. If you are in crisis and anticipate needing contact with me outside of our regularly scheduled sessions, please inform me of your need and we can discuss options for additional support.

**If you are experiencing a medical emergency or a situation that is life-threatening please call 911 immediately or go directly to the Emergency Room of the nearest hospital.**

### Messages

My office phone is (970) 635-9116. If I am unable to answer the phone, please leave a message on my confidential voice mail. Please be sure to leave your complete name, telephone number, and the day and time of your call. It is also helpful if you leave best times to return your call. I normally check messages several times a day and return messages as soon as possible. However, there may be times when I am unable to return your call until the end of the day or the following day. It may take me longer to reply after a weekend or if I am out of town, but I will return your call as soon as I am able. Email is

also a very good way to reach me. My email is [firewom@webaccess.net](mailto:firewom@webaccess.net)