



Teryn Hara, LCSW 100682
Teryn Hara Therapy
21515 Hawthorne Blvd. Suite 200
Torrance, CA 90503
(424) 426-1797

Practice Policies

Appointments

The standard meeting time for psychotherapy is 50 minutes. Requests for longer or shorter sessions should be discussed with your therapist in advance so that appropriate time can be scheduled.

Your appointment time is reserved exclusively for you. If you arrive late for an appointment, the session will generally still end at the originally scheduled time, and you may receive less than the full 50-minute session.

Cancellation and Rescheduling Policy

This policy exists to ensure clarity, fairness, and respect for both your time and your provider's time. Because your appointment time is reserved exclusively for you, it may be difficult to fill the appointment on short notice.

Cancellation or Rescheduling With At Least 24 Hours' Notice

You may cancel or reschedule your appointment without a fee when at least 24 hours' notice is provided.

Late Cancellation

A late cancellation occurs when you notify your therapist that you will not be attending your scheduled appointment but provide less than 24 hours' notice. Late cancellations are subject to a \$25 late cancellation fee.

Late Rescheduling

Requests to reschedule an appointment with less than 24 hours' notice are treated as a late cancellation and are subject to the \$25 late cancellation fee.

No-Show

A no-show occurs when you do not attend your scheduled appointment and do not provide notice prior to the appointment. No-shows are subject to a \$100 no-show fee.

One-Time Waiver

Each client is permitted one late cancellation or no-show fee waiver per calendar year.

Exceptions

Late cancellation and no-show fees may be waived in cases of emergency, illness, severe weather, or other extenuating circumstances at the therapist's discretion. Please communicate as soon as reasonably possible if such circumstances arise.

By acknowledging these Practice Policies, you confirm that you have read, understood, and agree to this Cancellation and Rescheduling Policy.



Teryn Hara, LCSW 100682
Teryn Hara Therapy
21515 Hawthorne Blvd. Suite 200
Torrance, CA 90503
(424) 426-1797

Fees and Payment

All fees must be received prior to the session unless you are enrolled in AutoPay. All fees can be paid through the Client Portal on SimplePractice.

In unforeseen circumstances, payments may be processed at the time of the appointment if advance notice is provided by email or phone.

A \$10 service charge will be assessed for any check returned for any reason.

Telephone Accessibility

If you need to contact me between sessions, please leave a message on my voicemail. I am often not immediately available; however, I will attempt to return your call within 24 hours.

Face-to-face or scheduled telehealth sessions are preferable to unscheduled telephone sessions. However, if you are out of town, sick, or need additional support, please contact me to discuss available options.

If a true emergency situation arises, please call 911 or go to the nearest emergency room. Voicemail, email, and text messaging should not be used for emergency or crisis situations.

Social Media and Telecommunication

Due to the importance of your confidentiality and the importance of minimizing dual relationships, I do not accept friend, follow, or contact requests from current or former clients on personal social networking sites, including Facebook, Instagram, LinkedIn, and similar platforms.

Adding clients as friends or contacts on these sites may compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship.

If you have questions about this policy, please bring them up when we meet so that we can discuss them.

Electronic Communication

I cannot guarantee the confidentiality or security of any form of communication through electronic media, including text messages and email.

If you prefer to communicate by email or text message regarding administrative matters such as scheduling, rescheduling, or cancellations, I will do so. While I will make reasonable efforts to respond in a timely manner, I cannot guarantee an immediate response.



Teryn Hara, LCSW 100682
Teryn Hara Therapy
21515 Hawthorne Blvd. Suite 200
Torrance, CA 90503
(424) 426-1797

Electronic Communication (cont...)

Please do not use email or text messaging to discuss sensitive therapeutic content or to request assistance during an emergency.

Telehealth Services

Psychotherapy services may be provided through electronic means, including video, telephone, and other electronic communication technologies. Telehealth allows therapy services to be provided when the client and therapist are in different locations.

Participation in telehealth is voluntary. You may withhold or withdraw your consent to receive services through telehealth at any time without affecting your right to future care or treatment.

Confidentiality protections that apply to in-person psychotherapy also apply to telehealth services. Reasonable measures will be taken to protect the privacy and security of information transmitted during telehealth sessions.

You have the right to access your medical information related to telehealth services in accordance with applicable law. Identifiable information or images from telehealth interactions will not be disclosed for research or other purposes without appropriate authorization, except as otherwise permitted or required by law.

Telehealth may provide benefits including increased convenience, improved access to therapy, continuity of care, reduced travel time, and greater scheduling flexibility.

Telehealth also involves potential risks. These may include technology failures, interruptions, unauthorized access to electronic communications, limitations in the therapist's ability to observe certain verbal or nonverbal information, and other limitations associated with receiving services remotely.

You are encouraged to participate in telehealth sessions from a private location and to take reasonable steps to protect your own privacy.

If telehealth is determined to be clinically inappropriate or ineffective, alternative treatment arrangements or referrals may be discussed.

Minors

If you are a minor, your parent or legal guardian may be legally entitled to certain information regarding your therapy.

I will discuss with you and, when appropriate, your parent or legal guardian what information may be shared and what information may appropriately remain confidential, subject to applicable law and professional requirements.



Teryn Hara, LCSW 100682
Teryn Hara Therapy
21515 Hawthorne Blvd. Suite 200
Torrance, CA 90503
(424) 426-1797

Termination of Services

Ending therapeutic relationships can be difficult. Therefore, it is important to have a termination process when appropriate in order to provide closure and support continuity of care. The appropriate length and nature of the termination process will depend on the length and intensity of treatment and the circumstances surrounding termination.

I may recommend or initiate termination of treatment following appropriate discussion if I determine that psychotherapy is no longer clinically appropriate or effective, if your treatment needs are outside my scope of practice, or if you are in default on payment.

When appropriate, I will discuss and explore the reasons and purpose for terminating treatment with you. If therapy is terminated for any reason or you request another therapist, I may provide you with referrals to qualified psychotherapists or other appropriate resources. You may also select a provider independently or through another referral source.

If you fail to schedule or attend an appointment for three consecutive weeks, unless other arrangements have been made in advance, your case may be considered inactive and the professional relationship may be considered discontinued.

Acknowledgement

By clicking the checkbox below, I acknowledge that I have read, understood, and agree to the policies contained in this document, including the Cancellation and Rescheduling Policy.

Teryn Hara Therapy is operated by Teryn Hara Tsukahira Licensed Clinical Social Worker Professional Corporation.