

Thistle and Thrive Wellness Counseling, LLC

Office Policies

Office Hours

Currently, our telehealth office is open Tuesday- Thursday 9:00 am — 6:30 pm; Fridays 10:00 am to 1:30pm. All by appointment only. We may close the office for holidays or vacations.

Contact number is 941-220-4280.

Phone calls will be answered and/or returned during these hours. If you reach our voicemail, please leave a detailed message including your name & phone number. We make every effort to return calls within 24 hours.

Do not leave emergency/crisis messages on voicemail. Call 911 or activate your local emergency response system for medical or psychiatric crises or other emergencies or call crisis lifeline 988 in the event of an emergency.

After Hours

Thistle and Thrive Wellness Counseling LLC does not provide after-hours emergency crisis services or on-call services. We advise you to contact your primary care provider, go to urgent care, the emergency department, call 911 or call crisis lifeline 988 in the event of an emergency.

Holidays and Office Closings

The office will be closed on the following annual holidays: January 1st, July 4th, Thanksgiving Day and Friday after Thanksgiving, Christmas Eve, Christmas Day and News Year Eve. We ask that you plan and schedule appointments before our annual closing dates.

Scheduling

Initial Appointments can be scheduled by contacting the office 941-220-4280 or booking directly online through Simple Practice platform link <https://thistle-thrive.clientsecure.me>

Established clients can use the client portal for secure communication with the link provided above.

Follow-up appointments are scheduled for 60-minute sessions or 30-minute sessions. You are encouraged to schedule your next visit at the end of each appointment to increase the likelihood of obtaining your preferred time.

In the event the Simple Practice client portal link is not working, the client will receive a phone call from the clinician and will be provided with instructions to access alternative platform or reschedule the appointment. The chosen alternative HIPAA compliant platform is called Doxy.Me. The client will use the following link to attend video counseling appointment <https://doxy.me/thistlethrivecounseling>

This link is only utilized as backup video conferencing option and should only be accessed when advised by the clinician.

Revised 9/2025

Cancellation/No Show Policy for Appointments

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. To best serve you, we request that you notify our office as soon as possible to reschedule.

Sessions must be cancelled with at least 24-hour notice to avoid fees.

- Late cancellation (less than 24 hours before) appointments are billed to the card on file in the amount of \$75.00.
- No-Show appointments are billed to the card on file in the full session amount.
- In case of illness, please notify us no later than 9:00 a.m. Please leave a message if you get our voicemail. We will honor the timestamp on the message.
- If a habitual pattern of cancellations occurs within or outside of 24-hour notice, Thistle and Thrive Wellness Counseling, LLC reserves the right to withdraw from the treatment process and provide you with appropriate referrals to another provider.
- Accounts become delinquent after thirty (30) days without payment. Accounts with 90 days sum unpaid will be terminated.
- The clinician holds the right to waive late fee if determined appropriate.

All appointments will receive email reminders 48 hours prior to appointment and text message 24 hours prior to appointment. These notifications can be modified within the client user porta.

If you are running late for an appointment, please be thoughtful and notify the office as soon as you're able to do so. We will hold the appointment for 15 minutes without notification, after this time appointment it is considered as "no show" and full session amount will be billed.

Litigation Fees

If you are involved in litigation of any kind and inform the Courts of the services that you received from Thistle and Thrive Wellness Counseling LLC (making your mental health an issue before the Court), you may be waiving your right to keep your records confidential. You may wish to consult your attorney regarding such matters before you disclose that you received treatment.

If your counselor's involvement is required for litigation, the fee is \$400 an hour. This includes time spent on photocopying, preparation, travel time, deposition and courtroom appearances.

A \$900 retainer fee for all court and legal-related services is due at least 72 business hours before the scheduled appearance. Services provided will be deducted from the retainer. If the services are less than the initial retainer, the remaining funds will be refunded.

Referrals

A client has the right to withdraw from our agreed-upon treatment process at any time and request a referral for any reason. It is recommended that you schedule a termination session. Counselors reserve the right to withdraw from the treatment process if your needs are outside our scope of knowledge and expertise or if we determine that we are no longer able to be helpful to you. In the event we initiate

Revised 9/2025

withdrawal from your treatment, we will provide you with appropriate referrals, which you are free to accept or decline. Referrals may also be made in conjunction with counseling; for example, a referral for a medical evaluation while you continue with counseling.

Email and Social/Business Network Sites

Email communication cannot be guaranteed to be secure or confidential. Thistle and Thrive Wellness Counseling LLC uses email for marketing and administrative communication only. Please be aware that emails and responses to emails can become part of the medical record. We ask that you use the secure client portal for electronic communication when needed.

Your provider and the staff at Thistle and Thrive Wellness Counseling LLC will not accept friend requests or other requests on any social media sites.

Clients may choose to follow our business social media sites for general information about the company, health and wellness tips, resources available, etc.

Patient Forms and Record Request

You have the right to inspect or obtain a copy (or both) of PHI. Records must be requested in writing and release of information must be completed. Furthermore, there is a copying fee charge of \$1.00 per page. Please make your request well in advance and allow 2 weeks to receive the copies. If I refuse your request for access to your records, you have a right of review, which I will discuss with you upon request.

Patient Complaints and Concerns

Your experience is important to us. Please know your choice to receive care at Thistle and Thrive Wellness Counseling, LLC is voluntary, and we are thankful you have chosen to trust us with your care. It is our hope your experience is positive. We encourage you to discuss any questions or concerns with your counselor and/or our team. We are thankful for the opportunities to increase the quality of care we provide and meet the needs of our clients.

If you believe we have violated your privacy rights, you have the right to file a complaint in writing with our Privacy Officer Jessica Hamilton at Thistle and Thrive Wellness Counseling, LLC Mailing Address 7901 4th St. North #8230, St. Petersburg Florida 33702 or the State of Florida Department of Health, or the Secretary of the U.S. Department of Health and Human Services.