



SCAN QR



www.drjimenezcounseling.com



+1 305.414.2199



info@drjimenezcounseling.com

RJimenez ESA and PSD Policies

<https://www.esaandpsdbyrj.com>

Rjimenez Counseling Inc wholly owns ESA and PSD by R Jimenez

Cancellation Fee Policy

A canceled appointment hurts three people: you, your therapist, and another client who could have potentially used your time slot.

Consultations and or Therapy sessions are scheduled in advance and are a time reserved exclusively for our clients.

When a session is canceled without adequate notice, we cannot fill this time slot by offering it to another current client, a client on the wait list, or a client with a clinical emergency.

Without a cancellation fee policy in place, your therapist will lose money or the opportunity to schedule another client if you cancel late or do not show up.

Our cancellation policy is this: Clients can cancel or reschedule an appointment anytime, only if they provide 24 hours' notice. If you cancel an appointment with less than 24 hours notice, or fail to show up, we will keep the regular fee for the appointment. We are firm at 24 hours.

Our cancellation policy is not a penalty or a punishment. Most clients understand this. Exceptionally rarely will a client feel that he or she is being punished when they are charged a late cancellation fee. We want to ensure that you don't feel this way if someday you miss an appointment.

*Dr. Roberto Jimenez, EdD; IMFT; LMFT; LMHC; LPC & CTP
Licensed Marriage & Family Therapist in FL (MT1984)
Licensed Mental Health Counselor in FL (MH10038)
Independent Marriage & Family Therapist in Ohio - IMFT (F.2200249)
Licensed Professional Counselor – LPC in Puerto Rico (4568)
Licensed Marriage & Family Therapist - LMFT in North Carolina (2390)
Certified Telehealth Practitioner (CTP) - CTP in FL (0100064)*



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Our clients understand that scheduling an appointment with one of us is like buying tickets to an event. If you miss the event, it doesn't matter why you missed it, or even if it was your first time, you can't turn in your tickets for a refund. You can cancel your appointment by emailing, calling or texting us. If you are unsure, please contact our office for further guidance.

Please understand that therapy should be considered as any other crucial medical appointment.

Clients must respect the decision of their MHP to approve or deny the emotional support/psychiatric service animal request.

Clients understand that if their behavior could be interpreted as intent to alarm, annoy, torment, or terrorize at anytime, their consultation will be automatically terminated without a refund.

Clients understand that their appointment time may be delayed due to unforeseen circumstances and that they can contact the Licensed Professional Counselor (LPC) directly via email or chat if they are not contacted within 30 minutes of their scheduled appointment time.

Clients understand that our therapist is licensed in FL, OH, NC, and PR to provide mental health services; however, this evaluation is not considered a therapy session and is solely for diagnostic purposes. Clients must be respectful of the mental health professionals and the decision to approve or deny the request for an ESA or a PSD letter. Clients must not harass or slander the MHP if they don't agree with the decision.

REFUND POLICY

Refunds would not be entertained for any clinical services rendered

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