Office Policies

Resilient Roots Therapeutic Services, PLLC Last updated: November 2026

Welcome to Resilient Roots. These policies explain what to expect when working with us, so that our time together can feel clear, supportive and safe. Please review them before your first session. Before beginning services, you will also receive our Informed Consent and Disclosure, our Notice of Privacy Practices, and our fee information, and you will be asked to sign that you have read and agree to them.

1. Getting Started

- **Free consultation.** We offer a free 15 minute phone consultation so you can ask questions and see if we are a good fit.
- **Scheduling.** Appointments can be scheduled by phone, by email, or through our online booking system and client portal.
- **Before your first session.** You will be asked to complete intake paperwork and consent forms through our secure client portal and to provide your insurance card, if you are using insurance.
- **Your location.** Our clinicians are licensed in North Carolina, so you must be physically located in North Carolina at the time of each session, whether in person or by telehealth. If you will be traveling or moving out of state, please tell your clinician ahead of time so we can plan together.

2. Sessions

- **Frequency.** Sessions are usually held weekly or every other week at a time you and your clinician agree on.
- **Length.** Sessions typically last 50 to 60 minutes unless otherwise discussed. Your first session may run longer.
- **Late arrivals.** If you arrive late, your session will still end at the scheduled time so the next client is not affected, and the full session fee applies. If you are more than 15 minutes late without contacting us, the appointment may be treated as a missed appointment.

3. Telehealth

- We use a secure, HIPAA compliant video platform. You will receive a link before each session.
- Please join from a private, quiet space where you will not be overheard, and use a reliable internet connection.
- At the start of each telehealth session, your clinician may confirm your current location and an emergency contact in case of a safety concern.
- If the connection drops, your clinician will try to reconnect or call you at the number on file.
- Your clinician may recommend in person sessions if telehealth is not the best fit for your care.

4. Cancellations and Missed Appointments

Your appointment time is reserved just for you. We require at least 24 hours notice to cancel or reschedule, which allows us to offer the time to someone else who needs care.

- You can cancel by phone, by email, or through the client portal. Voicemails and messages are time stamped and count as notice.
- Appointments canceled with less than 24 hours notice, and missed appointments, may be charged a late cancellation fee as listed in your Informed Consent and fee information.
- Insurance companies do not pay for missed or late canceled appointments, so this fee is your responsibility.
- We understand that emergencies and illness happen. Fees may be waived at your clinician's discretion.
- Repeated late cancellations or missed appointments may lead to a conversation about scheduling or whether services can continue.
- If your clinician needs to cancel, we will give you as much notice as possible and offer to reschedule.

5. Fees, Insurance and Payment

- **Payment is due at the time of service.** This includes copays, coinsurance, deductibles, and self pay fees.
- **Accepted payment.** We accept credit, debit, check and cash.
- **Insurance.** We bill the insurance plans we are in network with. Coverage depends on your plan, and you are responsible for any amount your plan does not pay. Insurance companies require a diagnosis to cover therapy, which becomes part of your record. We are not in network with Medicaid, Medicare or TRICARE.
- **Self pay.** You may choose to pay out of pocket instead of using insurance. Please contact us for current self pay rates. We offer a military discount for clients who choose self pay.
- **Other services.** Letters, form completion, record copies, extended phone calls, and court or legal work are billed separately at rates provided upon request. These services are usually not covered by insurance.
- **Questions.** Please contact us with any questions about rates, insurance, or your balance. We are happy to talk it through.

6. Your Right to a Good Faith Estimate

You have the right to receive a "Good Faith Estimate" explaining how much your care will cost. Under federal law, health care providers need to give clients who do not have insurance, or who are not using insurance, an estimate of the bill for items and services.

- You have the right to receive a Good Faith Estimate for the total expected cost of any non emergency items or services. This includes related costs such as medical tests, prescription drugs, equipment, and hospital fees.
- Make sure your health care provider gives you a Good Faith Estimate in writing at least one business day before your service or item. You can also ask your health care provider, and any other provider you choose, for a Good Faith Estimate before you schedule an item or service.
- If you receive a bill that is at least $400 more than your Good Faith Estimate, you can dispute the bill.
- Make sure to save a copy or picture of your Good Faith Estimate.

For questions or more information about your right to a Good Faith Estimate, visit www.cms.gov/nosurprises or call 1-800-985-3059.

7. Communication Between Sessions

- Contact between sessions is best kept to scheduling, billing, and brief questions. Please save detailed or emotional topics for your session, where they can receive the time and care they deserve.
- We aim to respond to messages within one to two business days, Monday through Friday.
- Our secure client portal is the safest way to reach us. Regular email and text messages are not fully secure. We will ask how you would like to be contacted and respect your choices.
- If you agree to receive text messages, such as appointment reminders, message and data rates may apply. Reply STOP at any time to opt out.
- To protect your privacy, our clinicians do not connect with clients on personal social media and do not respond to messages sent through social media.
- Sessions may not be recorded, by audio or video, by anyone without the written consent of everyone involved.

8. Emergencies and Crisis Support

Resilient Roots is an outpatient practice and is not able to provide 24 hour or crisis services. Our phone, email, texts, and portal are not monitored for emergencies.

> **If you are in crisis or in danger:** call 911 or go to your nearest emergency room. You can also call or text 988, or chat at 988lifeline.org, to reach the Suicide and Crisis Lifeline any time, day or night.

If needed, your clinician will work with you on a safety plan that includes people and resources you can reach between sessions.

9. Confidentiality and Privacy

Confidentiality is a cornerstone of our work together. What you share in therapy stays private and is not shared without your written consent, except in limited situations required or allowed by North Carolina and federal law. These include:

- When there is an imminent danger to your health or safety or to someone else, or a likelihood that a felony or violent misdemeanor will be committed.
- When we suspect abuse, neglect or dependency of a child, or abuse, neglect or exploitation of a disabled adult, which we are required to report to the county Department of Social Services.
- When we receive a valid court order or as otherwise required by law.
- In a medical emergency, to the extent needed to get you care.

Our Privacy Policy and Notice of Privacy Practices explain how we protect your information and your rights in full. Both are available on our website, and we will give you a copy of our Notice of Privacy Practices before or at your first appointment.

10. Minors and Families

- Clients under 18 generally need consent from a parent or legal guardian before services begin, except where North Carolina law allows otherwise.
- If parents are separated or divorced, or someone other than a parent has custody, we ask for a copy of the current custody order or legal documents before the first session. We follow what those documents allow.
- Parents and guardians generally have the right to information about their child's care. To help young people feel safe opening up, we talk with both the young person and their parent or guardian at the start about what will be shared. Concerns about safety are always shared with a parent or guardian.
- When we work with couples or families, we explain at the start how information shared in joint and individual sessions is handled.

11. Legal and Court Involvement

Our role is to support your wellbeing. Our clinicians do not provide custody evaluations or custody recommendations, and therapy is not intended to produce evidence for legal cases. If we receive a subpoena or request for records, we will release information only with your written authorization or a court order, as required by law. Time spent on legal matters, such as records preparation, consultation with attorneys, travel, or testimony, is billed at our court and legal services rate, provided upon request, and is not covered by insurance.

12. Ending Therapy

- You may end therapy at any time. We encourage a closing session so we can reflect on your progress and plan next steps together.
- Your clinician may recommend ending services or a referral if your needs would be better met elsewhere, if there is a safety concern, or if other issues make continuing difficult. We will always discuss this with you and provide appropriate referrals.
- If we have not heard from you in some time and you have no upcoming appointments, we will reach out. If we do not hear back, we may close your file. You are always welcome to contact us to return.
- Your records are kept for the period required by North Carolina law and our licensing boards' rules.

13. Your Rights and Responsibilities

You have the right to

- Be treated with dignity and respect, and receive culturally responsive care.
- Know your clinician's credentials, your treatment plan, and our fees.
- Ask questions, give input on your care, and decline or stop treatment at any time.
- Privacy and confidentiality, as described above, and access to your records.
- Request accommodations and file a complaint without fear of retaliation.

We ask that you

- Share honest, complete information so we can help you well.

- Attend scheduled sessions or cancel with at least 24 hours notice.
- Pay fees at the time of service and let us know about changes to your insurance, address or phone number.
- Tell your clinician if something is not working for you.

14. Questions or Complaints

If you have a concern, we hope you will talk with your clinician or with our Founder and Executive Director, Dr. Aalih Hussein. You also have the right to contact the licensing board for your clinician:

- **North Carolina Social Work Certification and Licensure Board** (LCSW and LCSWA): www.ncswboard.gov
- **North Carolina Board of Licensed Clinical Mental Health Counselors** (LCMHC and LCMHCA): www.ncblcmhc.org

Privacy concerns can also be filed with the U.S. Department of Health and Human Services, Office for Civil Rights, at www.hhs.gov/ocr/complaints.

15. Nondiscrimination and Accessibility

Resilient Roots is committed to welcoming everyone. We do not discriminate on the basis of race, color, national origin, ancestry, ethnicity, religion or creed, sex, sexual orientation, gender identity or expression, pregnancy, age, disability, veteran or military status, or any other status protected by federal, state or local law. This applies to providing services, employment, and choosing the businesses we work with.

If you need a reasonable accommodation because of a disability, or language or communication assistance, please let us know before your appointment and we will work with you to arrange it.

16. Acknowledgment and Updates

By scheduling and engaging in services with Resilient Roots, you agree to these policies, which are designed to support your care and protect your privacy and wellbeing. We may update these policies from time to time, and the current version will always be posted on our website with its date.

Contact Us

If you have any questions about these policies, please reach out. We are happy to help.

Email: contact@resilientrootsmh.com

Phone: (336) 863-3558

Mail: Resilient Roots Therapeutic Services, PLLC, 31 S. Talbert Blvd #123, Lexington, NC 27292