



Rondeau Therapy Services, PLLC
510 Daniel Webster Hwy, Unit 1636
MERRIMACK NH 03054
617-702-0722

0. Practice Policies

As your therapist, I am committed to using my professional expertise to help you with the issues and concerns you bring to our sessions. I agree to be on time and prepared for our appointments. Together, we will identify your therapy goals and we will clarify these from time to time. Please read the following carefully and ask any questions you have before signing.

Appointments

Your appointment time is reserved for you and is scheduled according to your therapy needs and appointment availability. When you make an appointment, you are “purchasing” that time. Please make every effort to be on time to your appointment; please call or text me if you are going to be late. If you are late, we may not be able to meet beyond your scheduled appointment time.

Telephone/email/text Availability

Rondeau Therapy Services PLLC does not provide any on-call or after hours services.

You may reach out to me by phone or email. When you call or email me, I will do my best to respond within one business day. I do not work on Fridays, Saturdays or Sundays.

I do make use of secure email and phone, but these communications cannot be 100% guaranteed and therefore confidentiality cannot be assured.

If you experience a mental health emergency go to the nearest hospital emergency room, dial 911, or call your nearest mobile crisis team immediately, do not wait for me to respond.

Cancellations

You will be charged the cost of your session for appointments you have failed to cancel within 48 hours of an appointment. These fail-to-cancel visits are not billable for reimbursement to your insurance. Please refer to my Cancellation Policy and my Understanding Services and Fees document for additional details.

Office Coverage

During extended vacations or leave, my email and phone may be covered by one of my colleagues. The name of this provider will be on my office message.

I give consent to Rebecca Rondeau and Rondeau Therapy Services PLLC to provide me with treatment. I understand that treatment is voluntary and I may stop at any time for any reason.