



SUSAN C. REEDER, Ph.D.

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Dear Client:

You may be used to waiting an indefinite period of time when you have a doctor's appointment. I hope that your experience here will be different. I try to see clients promptly at the appointment time.

If you are late or miss an appointment at a physician's office, you may assume that he or she has another person waiting to fill in that time. In the case of a psychologist, an hour (or more) is blocked out. If you do not come for your appointment, the time is lost. (Actually, the typical therapy session lasts 50 minutes, with 10 minutes reserved for preparation and record keeping).

In return for my promptness with clients, I ask them to be responsible for keeping appointments on time. If you are late, your session may be short if there is another client waiting for an appointment or if I have another commitment.

In the case of appointments not kept or cancelled less than 24 hours in advance, you can expect a charge. I recognize that there are emergency situations such as sudden illness, and I may make an exception in such cases. I expect you to discuss the situation with me. Please be considerate of others waiting for appointments and contact my office as soon as you know you need to change an appointment time.

If you need to call me between sessions, I will try to take your call or will return the call at the first available time. This may be several hours after your call. Thus, if the situation is an emergency, please identify it to my secretary as such. Charges for telephone calls will be prorated based on the hourly rate.

It is my hope that you will find my services prompt and convenient for you. I appreciate your consideration regarding scheduled appointments.

Susan C. Reeder, Ph.D.

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