

Marisa Nava, Ph.D

Licensed Clinical Psychologist

222 West Coleman Blvd.
Mount Pleasant, SC 29646
Phone: 843-216-2968
Fax: 866-458-4479

Communication Policy

Session Information:

1. Psychotherapy sessions are scheduled for 45-50 minutes. It is important for me to keep this schedule so that I can use the additional 10 -15 minutes for paperwork and to communicate with clients and other professionals working with families, as needed.
2. Co-Parenting, Collaborative Practice, and Mediation Services are generally scheduled for 60 to 90 minute sessions.

Telephone:

1. My telephone is completely confidential. I am the only one who checks messages left on my voicemail. I generally return calls within 24-48 hours, not including weekends. Occasionally, I will ask my assistant, Mariann, to make calls on my behalf, particularly in relation to insurance questions.
2. I am available via phone for quick check-ins, scheduling, and other routine matters; however, I do have to charge for calls lasting 10 minutes or longer (\$25/10 minutes).
3. I am available via phone for "phone sessions" and charge my regular office rates for this service. I am not able to bill insurance for "phone sessions."

Email:

1. My email address is marisanava@comcast.net. Confidentiality cannot be guaranteed with electronic communication.
 2. Emails sent to me become part of the medical record. When I work with a child or children, that medical record is available to both parents, regardless of custody.
 3. I use email for scheduling appointments with clients, as needed, as well as for brief communication with other professionals (teachers, MDs, etc.). I do not do therapy via email. I will address therapeutic issues that you may write to me about via email during our next session.
 4. If you send me lengthy emails and/or documents via email to read, this becomes part of the medical record and I must charge for the time required for proper review.
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5. When working with two-household families, we can discuss the option of me trying to send a brief summary after each session with the child if both parents were not present at the time of the appointment. I try not to have separate email communication with parents in two-household families.

Fax:

1. My fax number is 866-458-4479.
2. I use an internet-based fax service. Faxes arrive to me through my email account, which is only viewed by me.

Cell Phone:

1. I will occasionally give clients my cell phone number to use for **urgent** matters only.
2. There are many times when I am not able to answer my cell phone and I will return calls as soon as possible.
3. If you are having an emergency and I cannot be reached in my office or by cell phone, you need to call 911 or go to the nearest emergency room. You may also contact the Tri-County Crisis Stabilization Center at (843) 958-3530.

Text:

1. I do not communicate with clients via text messaging. Please do not send text messages to my cell phone.

Social Networking Sites:

1. Social networking sites such as Facebook, My Space, and Twitter have become important communication tools. Although I may use social networking sites, I do not conduct business through them, nor do I “friend” clients.

I have read this communication policy, have had a chance to discuss it with Dr. Nava, and am in agreement with it.

Client/Parent Signature

Date