

**Kristin Osborn, LLC**  
**Kristin A. R. Osborn, MA, LMHC**  
**978-274-5575**

**30 Domino Drive, Concord, MA 01742**  
**1696 Massachusetts Ave. Cambridge, MA 02138**  
[www.kristinosborn.com](http://www.kristinosborn.com)

### **Office Hours**

Tuesday 8am-5pm; Wednesday 10am-7pm; Thursday 8am-5pm; Friday 8am-5pm  
Please note that correspondence only occurs during these days and times.

### **Payment**

Payment for consultations are due before or at the beginning of each session. Checks or cash are preferred, but one can pay by PayPal or bank wire. Please add additional fees for shipping if you are using PayPal and use this email address: [kristinarosborn@gmail.com](mailto:kristinarosborn@gmail.com). If you are wiring monies from your bank, please add an additional fee of \$10.00.

### **Cost**

200.00/45 minute meeting for psychotherapy, consultations and written evaluations. Supervision is only available to clinicians who work in the State of Massachusetts or State of Vermont.

### **Cancellations**

Cancellations require 48 hours notice otherwise you will be billed in full for your session. Please call the office to leave a message of your cancellation (978-274-5575) and send an email to [kristin@kristinoborn.com](mailto:kristin@kristinoborn.com). Please expect a response and don't assume that your message has been received.

### **Emergency Procedures**

For urgent matters, please call the office phone line at 978-274-5575 and leave a message with your name, phone number and the best time to reach you. If you are having a life threatening emergency, leave a message on the office phone line and go to your nearest emergency room.

### **Time Slot**

If available, you will be given a specific time and day for a weekly appointment. If you miss two or more sessions in a row then you will forfeit your time slot and must arrange to meet during times that are available each week.

### **Office Closings**

If the office is unexpectedly closed, you will receive notification by phone and a message will be recorded on the office phone line. Always check your voicemail before an appointment.

The office is closed for holidays, vacations and trainings. During these periods, you may leave a message on the office phone line for non-urgent matters (978-274-5575). Messages will be checked once every 24 hours. Sometimes licensed mental health provider is available by phone for non-urgent matters. If you are experiencing a crisis during an office closing, please leave a message on the office line and go to your nearest emergency room.

### **Telecommunication**

You may send emails to [kristin@kristinosborn.com](mailto:kristin@kristinosborn.com) for scheduling purposes only, but be sure to leave a message on the office line too. If you do not receive a response within 24 hours, please try to

again and don't assume your message was received. VSEE ([kristin@kristinosborn.com](mailto:kristin@kristinosborn.com)) and FaceTime (508-479-1949) are available for consultations only and Google Hangouts and SKYPE (kristinarosborn) are available for non-confidential meetings.

### **Social Media**

Kristin Osborn LLC uses Facebook, Twitter and LinkedIn for training purposes only. It is recommended to not 'friend' on Facebook or LinkedIn while in treatment, however the use of Twitter is fine.

### **Unexpected Business Closing**

In case of an unexpected business closing, the confidentiality of your records will be maintained and a licensed mental health professional will be available to assist you in locating other professional mental health providers and ensure the transfer of your records. Client records are only maintained for five years and then they are destroyed.

I have read and understand the information provided in Kristin Osborn, LLC policies. I know that any point I can ask Kristin Osborn to review the policies with me.

Signature of Consultee: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Guardian: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Provider: \_\_\_\_\_ Date: \_\_\_\_\_