



## **Mission and Code of Conduct**

### **Mission:**

Provide professional, effective and conscientious psychological services for all interested adults, no matter how brief.

### **Goals:**

1. We aim for every person who reaches out for help to have a positive experience with the psychological community whether they choose to seek services with us or not.
2. We aim to be using the most up to date forms of communication in a HIPAA-compliant manner.
3. Treatment is aimed to be effective and temporary. Services are needs-driven and we work towards empowerment not dependence.
4. We are constantly working towards treatment that meets the needs of the community getting training, skills and programs that meet the patients' needs.
5. We aim to be technologically advanced having an up-to-date website, electronically available forms and even telemedicine (as the company budget allows).

### **Code of Conduct:**

1. Provide skilled psychotherapy. Practitioners are working on certifications and new skills on an on-going basis.
2. Provide thoughtful referrals as needed.
3. Always return phone calls and emails within the week; giving 10 minutes of free help to all community members who call.
4. Follow all HIPAA and privacy laws.
5. Document services in a timely manner (within the week).
6. Bill for services in a timely manner (within the week).
7. Give as much notice as possible for cancelled or rescheduling of appointments.
8. Never make patients wait more than 10 minutes for an appointment and if you do, give them added time at the end of session so that they get the full 50-minute appointment.
9. Practitioners are getting consultation and their own therapy as needed.
10. Follow CA state laws.
11. Adhere to NASW or CAMFT Code of Ethics.
12. Always make room in our caseload to take some insurance policies and/or pro bono cases.
13. Fees, insurances and scheduling limitations are talked about prior to first appointment or at the first appointment.
14. The Consent for Treatment is talked about thoroughly before the patient signs.