



Office Policies

Appointments and Cancellations

Weekly counseling or therapy sessions are generally recommended. A standing day and time for appointments is preferred. Appointments are generally 45-50 minutes in length for individuals – 90 minutes for at least the first couple therapy session. We require 48 hours' notice if you need to cancel. The full session fee will be charged for all missed appointments.

Confidentiality

The Relationship Center of South Florida is HIPAA compliant. The content of all sessions is strictly confidential and will not be released or discussed without your knowledge and consent. Exceptions to this may occur under extraordinary circumstances, when, for example, there is the potential of harm to yourself or others. The State of Florida also requires mental health professionals to report suspected cases of abuse and/or neglect.

Fees and Payments

Session fees must be paid in full at the time of your session. We accept credit cards, checks and cash. If you pay by credit card, we would like to keep your information on file to expedite the checkout process. Due to increased costs for credit card processing, we will add an additional \$5 convenience fee for all credit card payments. Please write checks in advance of the session, payable to RCOSF. There is a \$25 fee for any checks returned for non-payment.

Health Insurance

Richard Loebl does not accept health insurance. If you want to file for out of network benefits, he will provide you with a statement for services that you can submit to your health insurance company.

Routine Contact

If you need to contact Richard between sessions, please contact him by email – Richard@rcosf.com. You may also leave a voice message at our main number (561-955-6090), anytime, day or night. Always leave your full name and phone number in the event that Richard is not in the office and does not have access to your number. We generally respond to messages within 24 hours (or Monday morning if your message is left over the weekend).



Emergencies

In the event of a dangerous, or life threatening emergency, please call 911 or go to the emergency room of your local hospital. Other resources for urgent help include South County Mental Health Center (561/495-0522) and Forty-fifth Street Mental Health Center (561/849-5000) in Palm Beach County; or the Henderson Clinic (954/782-8510) and Nova University Clinic (954/475-7300) in Broward County.