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## **Appointments and Cancellations**

Appointments are scheduled in advance, at a cadence we agree on, based on your goals, treatment needs, and our mutual availability. Payments for each appointment will be made through Headway by debit or credit card or ACH transfer. I require that you have a credit card on file even if you do not have a deductible. Cancellation fees are not covered by insurances.

You may cancel appointments in advance without charge, as long as I receive notice far enough in advance, emergencies are understandable but if incidents appear ongoing please discuss this with me so I can best support you. For appointment no-shows or last-minute cancellations, you will be charged a fee. Please reach out to me directly for my latest policy on the cancellation cutoff period and fees which are subject to change. Cancellation fees are currently %100 of my cash pay rate if cancellations occur within 48 hours.

## **Telehealth**

It is important to be in a quiet, private space that is free of distractions (including cell phone or other devices) during the session. EMDR requires focus on me, the therapist, and the materials and any distractions can take away from your healing or change your honest response. You are responsible for having a secure internet connection. It is important to use a secure internet connection rather than public/free Wi-Fi. It is important to be on time. If you need to cancel or

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change your tele-appointment, you must notify the counselor in advance by phone or by email. You should confirm with your insurance company that the video sessions will be reimbursed; if they are not reimbursed, you are responsible for full payment. I am not licensed to provide telehealth services outside of the state of Washington. If you are out of Washington for any reason, including a vacation or on business, I will be unable to offer telehealth until your return. As your counselor, I may determine that due to certain circumstances, Telehealth is no longer appropriate and that an in person counselor would be more beneficial to you. We agree to use the video-conferencing platform selected for our virtual sessions, and I will explain how to use it. Example platforms include doxy.me or Zoom with a business associate agreement obtained.

### **Availability and After-Hours Emergencies**

Providers check for voice mail messages during normal business hours. Messages left outside of normal hours of operation will be picked up the next business day. If you are experiencing suicidal or homicidal thoughts, are in crisis, or need immediate help, please call 911 or go to the nearest emergency department. Fridays, I reserve for paperwork and training and I am typically unavailable.

### **Contacting Me**

I am often not immediately available by telephone, this includes calls and texting. I do not answer my phone when I am with clients or otherwise unavailable. At these times, you may leave a message on my voicemail and I will return your call once I've reviewed your chart, but it may take a day or two business days for non-urgent matters. I will make every attempt to inform you in advance of planned absences, and provide you with the name and phone number of the mental health professional covering my practice. If I need to cancel an appointment at the last-minute, I will reach out as soon as possible and reschedule, or have a member of my staff connect with you.

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## Discharge Process

There are several reasons why we may eventually end our professional relationship. You may decide you would prefer to work with a different provider. I may reach the conclusion you would be better served working with someone else. We both may be very excited that you have graduated from treatment and are no longer in need of services as you have completed all the goals you set out to achieve (HOORAY!)

Regardless of the case, I will first discuss with you the reasons for discharging, and if you request, provide you with a list of other qualified providers. I will also extend the discharge process length if necessary based on your treatment needs, including continuing to provide emergency support for a time-limited period after you have been notified of the end of our treatment relationship.

Please note that ongoing failure to pay for treatment, attend sessions, continually attending sessions in a public space where your confidentiality cannot be supported, or communicate with me in a respectful and timely manner can also result in discharge and termination from my practice. This also includes being dishonest about your immediate physical location- I can only provide services to clients who are immediately located in Washington State- as well as seeing other therapists that provide the same treatment. In these instances, to ensure you have continued access to care, I will still make every reasonable effort to get in touch with you and provide referrals to a new provider before I consider our relationship ended.

Sincerely,

**Your Name**