

Metro Behavioral Health Associates
Jennie J. Kramer, LCSW, PLLC

18 East 16th Street, Suite #503
New York, NY 10003
jkramer@jenniekramer.com

2 Overhill Rd, Suite 400
Scarsdale, NY 10583
914-907-2600

Communication/Practice Guidelines

1. Please no calls or text messages before 7am or after 10pm, except in the case of a real emergency. None on Sundays is strongly preferred.
2. If you send an email with lengthy thoughts that you are simply sharing or, in a sense, “uploading”, or wish us to talk about at the next session, that’s fine. We will not necessarily respond but will likely print the email to discuss at our next session. We encourage you to do the same.
3. Please NEVER use email for emergencies, urgent matters, etc. We will not give advice over email. It doesn’t serve you or the process responsibly.
4. Please do not include us in mass emails you may send to others.
5. When you text, this must be by prior agreement. When doing so, please start by identifying yourself. It may not automatically show who you are.
6. Please also remember that there is a 24 hr cancellation policy for all appointments or we must charge you for the missed visit. This does not include Sunday as this does not give us a chance to fill the appointment for Monday.

I have read and understood these guidelines and have been given a copy for my records.

Name (Print)

Patient Signature

Date

Parent or Guardian if under age 18

Date