

counseling

frequently asked questions

What if I need to reschedule my appointment?

We ask that all clients reschedule their session or appointment as early as possible via their client portal or via email at hannahp@laneofroses.com. Our counselor reserves the right to charge the normal fee if a notice of cancellation or rescheduling is not received 24 hours prior to the scheduled session.

How to reschedule or cancel a session through the client portal on TherapyNote:

- Login to your customized client portal via the following link
- Click on the option that says "View all appointments"
- Click on the appointment that you would like to change
- Click on the option that says "Reschedule appointment"
- Click on "View available times"
- Select your desired time slot
- Then click on the option that says "Submit request"

Please note that if you request an appointment to be rescheduled less than 24 hours in advance, your requested time may not be approved. If your rescheduled appointment time has been approved, you will receive a confirmation email.

What can I expect in the counseling process?

The first session will allow us to determine if we are a good fit and how Hannah can best support you. Then you will decide together how to move forward. For many clients, that will mean meeting regularly (1-4x a month) in individual sessions.

Typically the first few sessions will be spent unpacking your story and assessing your situation as you collaborate together to create your treatment plan—a blueprint for your work together. As you work together to achieve your goals, Hannah will check in on the process regularly to ensure that you are moving forward at a pace and depth that is right for you. Your honest feedback is treasured and essential to making sustained gains toward your goals.

Depending on your presenting concerns, discussion topics in your sessions may vary. Topics that may be explored include: relationship/community struggles, loneliness, undesired behaviors or thoughts, understanding personal identity and purpose, feeling spiritually lost, etc.

Termination of therapy usually occurs when the client and therapist both agree that treatment goals have been met; thus, termination of therapy is meant to be a mutual process. Before terminating, you will discuss how to maintain your progress as well as how to identify when you might need future services.

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What does "confidential" mean?

Therapy is designed to be a safe place for you to talk honestly about any personal issues you choose to explore. Please know that whatever you discuss in therapy is legally held as private and confidential. This means that your counselor will not divulge anything you tell her to anyone else, which includes anyone involved in the Lane of Roses staff and community.

Does Lane of Roses Counseling accept insurance?

We do not accept insurance for therapy services. The current fee for a standard 50-minute session is based upon a sliding scale. The sliding scale is a suggested payment based on annual household income.

How can I pay?

Your payment is due in full at the time you schedule your appointment. It is preferred that you pay your fee through the link on your client portal. If you are unable to make this work, we accept cash or checks made payable to Lane of Roses. Please write "for therapy services" in the memo line and give the check to your counselor at the beginning of your session.

How to Pay Using the Client Portal:

- Login to your customized client portal via the following link
- On the home page, under "Pending Requests," click the option that says "View Documents"
- Then click on the option that says "Payment Authorization Form"
- Then enter in the required credit or debit information

How long is a session with Hannah?

Standard individual sessions will be 50 minutes long. Our counselor sees a limited number of clients so that she can give you the undivided focus you deserve. Therefore, sessions begin and end on time. If you are late, your session time may be shortened out of respect to the next client.

I'm not married or a mom... can I see a Marriage and Family Therapy Associate (a.k.a. Hannah)?

YES! Marriage and Family Therapists are trained to provide treatment for the full range of mental and emotional struggles (e.g. anxiety, depression, eating disorders, etc.).

The first session will allow us to determine whether our counselor is a good fit for your personal needs and how she can best support you. She will review the intake paperwork and discuss your presenting concerns within the context of your life. However, she may refer some to another professional or resource that might better meet that person's needs.

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"Marriage and Family Therapists (MFTs) are mental health professionals trained in psychotherapy and family systems, and licensed to diagnose and treat mental and emotional disorders within the context of marriage, couples and family systems" (American Association of Marriage and Family Therapy, 2021).

Do I have to live in the state of Kentucky to set up an appointment with Hannah?

Yes. At this time, we can only offer counseling services to individuals living in the state of Kentucky. If you do not live in the state of Kentucky, the Lane of Roses C.A.R.E. program is designed to help you find counseling in your area within your budget. You can fill out the form at laneofroses.com/care to be connected with our Director of C.A.R.E. and recommended to a counselor in your area.

Does Lane of Roses offer over-the-phone counseling?

No. We offer in-person and telehealth counseling to individuals in the state of Kentucky.

