

**Carol Solomon, Ph.D.**  
**Office Policies**

Telephone:

I have two phone numbers both of which ring into the same voice mail.

San Francisco (415) 929-0500

East Bay (510) 339-8849

My phone is set up so that both numbers ring through to my home at all times. I do this so that I can be more accessible to you. If I am unable to answer the phone in person please leave me a message. I will return all calls within 24 hours. Please let me know if your call is urgent.

Payment:

All payments are due on the last session of the month during which services are provided. Please plan to bring a check with you to that session. Or you may pay weekly if you prefer.

I will provide you with a billing statement which you can then submit to your insurance company. I do not do any insurance billing directly.

If you need to make payment arrangements that differ from the above, please discuss this with me so that we can make a plan which is mutually agreeable.

Cancellations:

If you need to cancel a scheduled appointment I ask that you give me 48 hours notice so that I can reschedule that time. Appointments cancelled with less than 48 hours notice will be billed.

If you would like to schedule an extra appointment please call at your convenience.

Emergencies:

If you are having an emergency and I cannot be reached please go to the nearest emergency room where you can receive the care you need immediately.