

Serendipity Healing Arts
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Scheduling Neurofeedback Appointments at Serendipity

Dear Neurofeedback Client:

Thank you for your interest in Neurofeedback. Now that you have made the decision to enter neurofeedback treatment, please be advised of the following:

- 1) Neurofeedback is a commitment and requires that you attend at least one appointment per week. During the first 4-6 weeks, it is important that you attend your sessions each week or you may experience a setback in your progress.
- 2) If you have not had training in peripheral biofeedback (monitoring of muscle tension, heart rate, hand temperature or breathing patterns) prior to starting neurofeedback, we may encourage you to participate in 2-4 sessions of biofeedback with these modalities, before you begin your actual neurofeedback training. This is to help you build a strong foundation in relaxation and self-regulation skills, and to optimize outcomes in your neurofeedback program.
- 3) Your body works best according to your circadian rhythms; therefore, we encourage our clients to schedule their neurofeedback appointments on the same day and same time each week.
- 4) We encourage you to attend up to two appointments each week if your schedule and finances allow.
- 5) We reserve the right to cancel appointments when clients are more than 15-20 minutes late. We work very hard to keep our appointments on time, so that clients are not left waiting in the reception area.
- 6) *With the exception of illness or an emergency*, Serendipity requires at least a 24 hour notice for a cancelled appointment. Serendipity reserves the right to bill clients for cancellations that are not made within 24 hours of the appointment and for “no show” missed appointments.
- 7) Serendipity reserves the right to discharge clients who cancel multiple appointments, or have three “no shows” or “late” cancellations for scheduled appointments.
- 8) At times individuals and families take vacations and/or modify personal schedules. Please advise us if you need help to work out changes in your scheduled appointments.
- 9) If we are going to be out of the office, we will advise you as far in advance as possible and assist you in scheduling appointments during that time.

NOTE: You are responsible for scheduling your appointments directly with us. You may schedule appointments via, E-mail, telephone call, or ask us to schedule an appointment for you. Please remember to keep your appointments booked out several weeks in advance. Your regularly scheduled appointment day(s) and time(s):

Mon: Tues: Wed: Thur: Fri: Sat:

Thank you