

Practice Policies

To maintain a sustainable practice and ensure the highest quality of care, the following policies outline the logistical framework of our work together. These boundaries are set to honor the rhythm of the land, the limitations of my own disability, and the focus required for clinical deep-listening.

1. Connectivity + Communication

My clinical practice is based at an off-grid sanctuary, and my digital presence follows a seasonal rhythm rooted in my body + the land. This allows me prioritize our focused work together while maintaining land stewardship.

- Client Portal - All clinical communication, including scheduling and questions, must take place within the PracticeBetter portal to ensure your privacy and data security. This is one of the ways I prioritize your safety in our work together.
- Response Times - I aim to respond to non-urgent messages within 48 business hours. That time frame allows me the space to be intentional and thoughtful, even during busy harvest seasons or when navigating my own body's needs. Please note that I do not maintain digital connectivity on weekends, and I am not a crisis resource. For emergency medical or mental health issues, I strongly advise you to reach out to your PCP, mental health provider, or a trusted support person.
- Social Media - While I may share educational content on social platforms, these are not secure channels for clinical advice or scheduling.

2. Scheduling + Availability

Consultations are by appointment only. My current clinical hours are -

- Monday, Wednesday, and Friday from 11 AM - 6 PM
- I prioritize low-spoon and sensory-friendly sessions for clients that are interested. If you'd prefer to consult through email or voice memos, please reach out! I'm willing to meet you at your capacity.

Consultations are held virtually via a secure link provided through PracticeBetter.

3. Termination of Care

In my practice at Feral Hollow, the therapeutic relationship is built on mutual respect, clear communication, and a shared commitment to your well-being. To maintain a safe and effective clinical environment, I reserve the right to terminate care under the following circumstances -

- Needs Outside of Scope. If it becomes clear that your health needs require specialized care, medical intervention, or diagnostic services that fall outside my Scope of Practice as a clinical herbalist, I will transition you out of my care. In these instances, I will provide you with appropriate referrals to ensure your needs are met by the right professional.
- Non-Responsiveness or Chronic No-Shows. Consistent communication is vital for safe herbal protocols. If there is a pattern of non-responsiveness to necessary follow-up or a failure to adhere to the attendance policies outlined in this document, care may be terminated to ensure clinical safety.
- Abusive or Harassing Behavior. I maintain a zero-tolerance policy for any form of abusive, discriminatory, or harassing behavior toward myself or any member of the Feral Hollow community. Such behavior will result in the immediate termination of the practitioner-client relationship.



Transition of Care:

Should care be terminated, I will provide a written notice of termination. When appropriate, this will include a summary of our work to date and recommendations for other practitioners or resources that may better serve your current needs.

4. Crisis Care + Mental Health Boundaries

As a clinical herbalist and functional nutrition professional, it is important to understand that I do not provide emergency services or crisis intervention. My practice is not equipped to handle urgent medical or mental health crises. While we may discuss the emotional and nervous system aspects of your health, I am not a licensed mental health professional, and herbal consultations are not a substitute for mental health care.

If you are experiencing a medical or mental health emergency, please reach out to your Primary Care Provider, your mental health provider, or a trusted support person immediately rather than waiting for a response from me.

5. Cancellations + Rescheduling

Time is a shared resource, but I understand the difficulty of making appointments when you don't feel well. If you need to reschedule an appointment or shift to a low-spoons alternative, please provide at least 24 hours' notice. Cancellations with less than 24 hours' notice or "no-shows" will be subject to a fee of 50 percent of the session cost, except in cases of true emergency or health flare. Because I also live in disabled, chronically ill body and experience sudden flares there may be times when I will need to reschedule sessions. I will try to give you at least 24 hours notice of any scheduling changes.

6. Financial Reciprocity

In the spirit of reciprocity and accessibility, I utilize a sliding scale for clinical consultations. This model invites you to self-select a payment tier that reflects your financial privilege and access to resources.

★ Redistribution Rate - $5500
For those with greater financial ease. This rate subsidizes and supports the accessibility of the sanctuary's work for others.

Sustainability Rate - $3750
Reflects the market value of the service. This covers professional costs and the sanctuary's infrastructure.

Solidarity Rate - $1500
For those with limited resources. A set number of slots are reserved in each cohort for this tier.

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Choosing Your Tier

Please consider your access to housing, savings, and expendable income when selecting your tier. This model relies on honesty and community care to remain viable. I trust you.

- Redistribution - Consider this if you own your home, have significant savings, or have inherited wealth.
- Sustainability - Consider this if you are comfortably able to meet your basic needs and have some expendable income.
- Solidarity - This tier is for you if you struggle to meet basic needs or are navigating significant debt/unemployment.

Payment is due at the time of booking or service.

- Clinical Dispensary Membership - Your package fee includes a seasonal membership to the Feral Hollow Clinical Apothecary. This provides you with the botanical formulas we discuss during our sessions at no additional cost for the duration of our work together.
- Supplement Costs - Recommendations provided via Fullscript are separate from consultation fees. I often pass along a practitioner discount to help offset these costs.
- Refund - Laboratory kits or supplements purchased through third-party vendors, like Fullscript, are subject to that vendor's return policies.

7. Records + Confidentiality

Your health journey is a private narrative. I store your records on a secure, HIPAA-compliant platform for seven years following our final session, after which they are permanently deleted. You may access your forms and protocols through your client portal at any time or request a full copy of your records via email. I will never share your information with third parties without your explicit written consent, except where required by law.

Care for Minors

Consultations for individuals under the age of 18 require the presence and written consent of a parent or legal guardian. While I honor the privacy of the adolescent-practitioner relationship, guardians will be informed of any information that impacts the minor's immediate safety or clinical well-being.