

Practice Policies

Emergencies:

Piko Therapy Hawai'i, LLC, is not a crisis management facility. As such, clinicians working through Piko Therapy Hawai'i, LLC, are not always available to respond to phone calls, emails, or text messages right away. Please allow your therapist a 24-48 hour window to respond to your voicemails, emails, or text messages during the week, and please be aware that phone calls and emails are not typically addressed during the weekend. If you need to contact the clinician for any reason please call (480) 779-9921, leave a voicemail, and a return call will be made as soon as possible.

In case of an emergency, you can access emergency assistance by calling the National Suicide Prevention Lifeline at (800) 273-8255. If either you or someone else is in danger of being harmed, dial 911. If you are in crisis, on O'ahu call Hawai'i CARES at (808) 832-3100 or toll free at 1-800-753-6879 to talk to a local representative 24/7. Piko Therapy Hawai'i, LLC, does NOT have the capacity to respond immediately to counseling emergencies. Emergencies should be directed to the community emergency services (911) or Hawaii CARES (988).

Electronic communication:

Electronic communication will be reserved for interactions necessary for the services provided. This includes scheduling, treatment planning, signatures, and collaboration. It is important to be aware that computers, cell phones, and email in particular are vulnerable to unauthorized access. If you choose to communicate confidential or private information electronically, Piko Therapy Hawai'i, LLC, will assume you have made an informed decision and will view it as your agreement to take the risk that such communication may be intercepted. Please do not communicate sensitive information over text.

Intake Paperwork Completion:

All clients are asked to complete their initial intake paperwork at least 24 hours prior to their appointment. This will allow the clinician to review assessments included in the paperwork, as well as assess whether your presenting issue is within the scope of their practice. It is important for all clients to abide by this time frame for optimal treatment. Your clinician has the right to reschedule or cancel your initial intake appointment if your initial intake paperwork is not completed within 24 hours of the appointment.

Public encounters:

In the event that you happen to run into your clinician outside the context of your scheduled sessions, your clinician will NOT acknowledge you first. If you wish to approach your clinician in a public place, please be aware that this may result in a breach of your confidentiality, especially if you or the clinician are among others. The decision to acknowledge the therapeutic relationship outside the context of services, with respect to public encounters, will be up to the client.

Social Media:

No friend requests on personal or professional social media outlets (Facebook, LinkedIn, Pinterest, Instagram, Twitter, etc.) will be accepted from current or former clients. If you choose to comment on our professional social media pages or posts, please be advised that this may breach your confidentiality. Piko Therapy Hawai'i, LLC, cannot be held liable if you are identified as a client. Posts and information on social media are meant to be educational and do not replace a therapeutic relationship or experience. Please do not contact your clinician through any social media site or platform. Such platforms are not confidential, nor are they monitored, and they may become part of medical records. Furthermore, should you choose to leave a review of your services through Piko Therapy Hawai'i, LLC please be aware that you will be disclosing your relationship to Piko Therapy Hawai'i, LLC and/or its associated clinicians on public platforms (Google, Facebook, Yelp), resulting in an acknowledgement of relationship thereof. Piko Therapy Hawai'i, LLC is not obligated to address or respond to reviews, in effort to maintain privacy.

Spirituality:

Faith and spirituality are often a strength and resource for many clients. During the assessment process, all clients are asked about what spiritual resources they have, if any. Matters of faith and spirituality can be used in a therapeutic way to increase coping, decrease difficult emotions, or resource to client's internal strength. Lauren Melendez, MFT-I, has the training to integrate your spiritual affiliation into therapy; however, Lauren will not initiate or engage in spiritual guidance, interpretation, or direction. If this is something that you are in search of, please contact your spiritual leaders, or ask Lauren for a referral. If you would like to discuss or engage in spiritual matters during your sessions, please let Lauren know what you are comfortable with.