

# TERMS OF SERVICE

## NEURAL

*Effective Date: February 4, 2026*

### 1. Introduction and Acceptance

These Terms of Service ("Terms") govern your access to and use of cognitive-communication therapy services provided by NEURAL, operated by EJT Communication Consultant LLC ("NEURAL," "we," "us," or "our"). By engaging our services, you ("Client," "you," or "your") agree to be bound by these Terms.

NEURAL provides specialized cognitive-communication therapy services delivered by Erica J. Thomas, MS, CCC-SLP, a licensed Speech-Language Pathologist. Our services are designed for adults seeking evidence-based intervention for cognitive-communication disorders.

### 2. Service Description

NEURAL offers boutique cognitive-communication therapy services, including but not limited to:

- Individual therapy sessions (in-person or telehealth)
- Cognitive-communication assessments and evaluations
- Executive function training and support
- Communication strategy development
- Progress monitoring and outcome measurement
- Family/caregiver education and consultation

Services are customized based on individual client needs and clinical presentation. The specific scope of services will be outlined in your individualized treatment plan.

### 3. Eligibility and Client Responsibilities

To engage NEURAL services, you must:

- Be at least 18 years of age or have legal guardian consent
- Provide accurate and complete health information
- Attend scheduled appointments or provide at least 24 hours' notice for cancellations

- Participate actively in the therapeutic process
- Comply with treatment recommendations to the best of your ability
- Inform us of any changes in your medical condition, medications, or other relevant factors

#### **4. Payment Terms and Fees**

4.1 Service Fees: All fees for NEURAL services will be communicated to you prior to service initiation. Payment is due at the time of service unless alternative arrangements have been made in writing.

4.2 Cancellation Policy: Appointments cancelled with less than 24 hours' notice will be subject to the full session fee. No-shows will be charged the full session fee.

4.3 Insurance: NEURAL operates as a private-pay practice. We do not directly bill insurance companies. Upon request, we can provide you with a superbill (itemized receipt) that you may submit to your insurance company for potential out-of-network reimbursement. We make no guarantees regarding insurance reimbursement.

4.4 Payment Methods: We accept payment via credit card, debit card, HSA/FSA cards, and electronic bank transfer. Payment information will be securely stored and processed through HIPAA-compliant payment processors.

#### **5. Professional Relationship and Scope of Practice**

5.1 Clinical Relationship: The relationship between NEURAL and the Client is strictly professional and therapeutic in nature. Services are provided within the scope of speech-language pathology practice as defined by the American Speech-Language-Hearing Association (ASHA) and applicable state licensure laws.

5.2 Not a Substitute for Medical Care: NEURAL services are not a substitute for medical, psychiatric, or psychological treatment. We do not diagnose medical conditions, prescribe medications, or provide emergency services. Clients requiring medical intervention should seek appropriate medical care.

5.3 Coordination of Care: With your written consent, we may coordinate with your physicians, therapists, or other healthcare providers to optimize your care.

#### **6. Confidentiality and Privacy**

Your privacy is protected under the Health Insurance Portability and Accountability Act (HIPAA). We maintain strict confidentiality of all client information except as required or permitted by law. Please refer to our Privacy Policy for detailed information regarding how we collect, use, and protect your personal health information.

## **7. Telehealth Services**

7.1 Technology Requirements: Telehealth services require a reliable internet connection, a device with camera and microphone capabilities, and a private location. You are responsible for ensuring your technology meets these requirements.

7.2 Platform Security: We use HIPAA-compliant video conferencing platforms. However, no electronic communication is completely secure. You acknowledge and accept the inherent risks of telehealth services.

7.3 State Licensure: Telehealth services are provided only to clients located in states where the clinician holds active licensure (AZ, CA, CO, FL, NM, PA, VA, WA). You must disclose your physical location at the time of each telehealth session.

## **8. Termination of Services**

8.1 Client-Initiated Termination: You may discontinue services at any time by providing written notice. You remain responsible for any outstanding fees for services already rendered.

8.2 Clinician-Initiated Termination: NEURAL reserves the right to terminate services if:

- You fail to comply with payment obligations
- You engage in threatening, abusive, or inappropriate behavior
- Your needs exceed our scope of practice
- You fail to participate meaningfully in treatment despite clinical intervention
- Continuation of services would be clinically inappropriate or unethical

In the event of termination, we will provide you with appropriate referrals to alternative providers when clinically indicated.

## **9. Limitation of Liability**

To the fullest extent permitted by law, NEURAL and its clinicians shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising out of or related to your use of our services. Our total liability to you for any claim arising out of these Terms or your use of our services shall not exceed the amount you have paid to NEURAL for services in the six months preceding the claim.

This limitation applies to claims based on warranty, contract, tort, negligence, strict liability, or any other legal theory, even if we have been advised of the possibility of such damages.

## **10. Intellectual Property**

All materials provided during the course of treatment, including but not limited to assessments, treatment plans, educational handouts, exercises, and strategies, remain the intellectual property of NEURAL. These materials are provided for your personal therapeutic use only and may not be reproduced, distributed, or used for commercial purposes without written permission.

## **11. Amendments to Terms**

We reserve the right to modify these Terms at any time. Updated Terms will be provided to you and will become effective upon your continued use of services following such modifications. Material changes will be communicated with at least 30 days' notice.

## **12. Governing Law and Dispute Resolution**

These Terms shall be governed by and construed in accordance with the laws of the State of New York, without regard to its conflict of law provisions. Any disputes arising under these Terms shall be resolved through binding arbitration in accordance with the rules of the American Arbitration Association, except for matters involving professional licensure or ethical violations, which shall be addressed through appropriate regulatory channels.

## **13. Severability**

If any provision of these Terms is found to be unenforceable or invalid, that provision shall be limited or eliminated to the minimum extent necessary so that these Terms shall otherwise remain in full force and effect.

## **14. Entire Agreement**

These Terms, together with our Privacy Policy and any other written agreements between you and NEURAL, constitute the entire agreement between you and NEURAL regarding the use of our services and supersede all prior agreements and understandings.

## **15. Contact Information**

For questions regarding these Terms of Service, please contact:

NEURAL  
EJT Communication Consultant LLC  
Email: [Insert contact email]  
Phone: [Insert contact phone]

---

---

*By engaging NEURAL services, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service.*