



Pebble Kranz, MD, FECSM
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Welcome to Rochester Center for Sexual Wellness (RCSW)! I hope that we can build a lasting, trusting relationship in which you can accomplish the goals you set. This letter will explain a few things about our work, your rights and responsibilities, as well as mine.

I am authorized in the state of New York to practice as a board-certified family physician and I have a certification as a Fellow of the European Committee on Sexual Medicine (FECSM) through a program sponsored by the European Union of Medical Specialists (UEMS). More information on this certification can be found at <https://www.mjcsm.org/about/>. I am bound by the Code of Ethics set forth by the American Board of Family Medicine and NY State Department of Health. Additionally, while I do not currently hold certifications from the following organizations, I practice under the guidelines and principles set forth by the American Association of Sexuality Educators, Counselors, and Therapists (AASECT), World Professional Association of Transgender Health (WPATH), and the International Society for the Study of Women's Sexual Health (ISSWSH).

It is also important to know that the work you complete at RCSW is confidential with the exceptions indicated by you in a signed Consent for Treatment and Authorization of Release of Health Information. In accordance with New York state regulation and professional ethics, specific circumstances may require me to break confidentiality and report information. Those circumstances may include 1) therapist believes a client may be a danger to self or others 2) therapist believes a child, elderly or disabled person may be subject to abuse or neglect 3) court order exists that information regarding medical care be provided.

My practice does not participate in insurance. If you would like to submit a statement to your insurance company for out-of-network reimbursement, please request a statement of services at the end of each visit. The fee for services is **\$300 for an initial visit (typically 60-75 minutes) and \$195 per follow up visit (typically 30-45 minutes) and is due at time of service.**

When you schedule an appointment we are holding that time for you, missed appointments and appointments cancelled within 24 hours of the visit don't allow us to offer this time to others. A fee of \$100 will be collected for new patient appointments that are missed or cancelled within 24 hours, and \$50 for follow up appointments that are missed or cancelled within 24 hours.

At RCSW we strive for the best standard of care, therefore, if you have a crisis and need to reach myself directly, please contact me on my cell at (585) 355-5708. Please note that text or email are not appropriate means of contact in a crisis situation. If you cannot reach me, and are in a life-threatening emergency, call 911 or go to your nearest emergency room.

It is my pleasure to work with you, and I am happy to discuss any questions you may have regarding your care.

Sincerely,

Pebble Kranz, MD, FECSM
Sexual Medicine Specialist