**Policies & Procedures**

**Account Balances & Credits**

* The credit card on file is to be used for:

1. Balances of charges not paid within 30 days, but not to exceed $300.00.

2. Cancellation fee if an appointment is not cancelled within 24 hours to be charged the following business day.

* Balances for charges not paid within 90 days are sent to a collections agency.
* To help control costs we ask our patients to pay their office visits at the time service is rendered. For balances on an account, the full amount is due before the client can resume counseling unless an alternate payment plan has been agreed upon.
* We issue credits in the form of a check to clients a month after the client has completed counseling and all insurance payments have been received. Credits include overpayments on a client’s account, as well as cash that was placed on file for no-show appointments.

**Appointments and Scheduling**

* Appointments within our office are for 55 minutes. The last 5 minutes of each session is used to reschedule with the counselor. We ask that you bring the carbon from your previous appointment to allow the rescheduling process to go as smoothly as possible.
* If you are more than 15 minutes late for your appointment, you will be responsible for the $75.00 fee for the session, which is not reimbursable by insurance.
* Appointment scheduling, rescheduling, or cancelling is not accepted through e-mail.
* We do not provide reminder calls for appointments.

**School and Work Notes**

School and work notes are also available at the time of rescheduling.

**Emails**

For counselors working with children, an e-mail is required before each session that is attended by the child individually. E-mails need to be received by the morning of the child’s appointment. E-mail addresses are listed on the carbon received when scheduling appointments.

**No-Shows**

As stated in our paperwork, it is our policy to charge a $75.00 fee for appointments that are not cancelled at least 24 hours in advance. You may leave notice of cancellation on our voicemail at anytime, which will note the day & time you called.

**No-Show Policy**

As stated in our paperwork, the credit card or cash on file is used only for no-show fees or balances on the account, not to exceed $300.00. No-shows are confirmed by carbons or by office staff having scheduled the appointment. After a no-show appointment, a client is called to inform them of the missed appointment. At that time, the card on file or cash will be used for the balance on the account.

**Release of Information**

We require releases to be signed before any information regarding a client is released whether verbally or written from our office to any physician, school personnel, etc.

**Wait List Procedures**

New and current clients can ask to be put on the wait list for their counselor. When a cancellation occurs, clients are called and the first client to accept the appointment is the one to receive the appointment. An offer of an appointment through a phone message does not guarantee that the opening will still be available when the call is returned to our office. A client’s name is not written in the book for a session until the session has been confirmed by the client.

**Emergencies**

For after hours emergencies, call 911 or Contact Hotline at (817) 335-3022 – Tarrant (972) 233-2233 – Dallas.

These hotlines are available 24 hours a day and are free.

**Continued Care**

I understand the following fully:

* After two consecutive missed appointments without 24 hour cancellation notice, the client will be given referrals for further treatment at other counseling facilities and will be considered an inactive patient.

**Limits of Confidentiality**

Discussions between a therapist and a client are confidential. No information will be released without the client's written consent unless mandated by law. Possible exceptions to confidentiality include but are not limited to the following situations:

* child abuse
* abuse of the elderly or disabled
* abuse of patients in mental health facilities
* sexual exploitation
* criminal prosecutions
* child custody cases
* suits in which the mental health of a party is in issue
* situations where therapist has a duty to disclose, or where, in the therapist's judgment, it is necessary to warn or disclose (fee disputes between the therapist and the client; a negligence suit brought by the client against the therapist; or the filing of a complaint with the licensing or certifying board.)