



# Heart for Change Counseling Services, Inc.

200 Willow Valley Square, Suite 210, Lancaster, PA 17602

Phone: 717-478-3411

Fax: 717-283-2850

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## **PRACTICE POLICY- APPOINTMENT AND CANCELLATIONS**

For all appointments and cancellations please remember to cancel or reschedule 24 hours in advance. You will be responsible for the following fees if you do not show up or call to cancel your appointment in advance. The following will be responsible for timely cancellation:

- \* \$160 no show/no call at your appointment time
- \* \$75 cancellation fee if you cancel within three hours of your scheduled appointment time
- \* \$50 cancellation fee if you cancel same day

This fee must be paid prior to scheduling your next appointment or you'll be not able to be seen after two cancellation fees. You will no longer be able to schedule out in our system after three cancellations or no-shows you may be discharged from the practice. This is necessary because a time commitment is made to you and is held exclusively for you. If you are late for a session, you may lose some of that session time.

The standard meeting time for psychotherapy is 50 to 55 minutes. It is up to you, however, to determine the length of time of your sessions. Request to change the 50 minute session needs to be discussed with the therapist in order for time to be scheduled in advance.

A \$10 service fee will be charged for any checks returned for any reason.

## **TELEPHONE ACCESSIBILITY**

If you need to contact us between sessions, please leave a message on our voicemail. Heart For Change tries to return your call within 24 hours. Please note that face-to-face sessions are highly preferable to phone sessions however in the event that you were out of town sick or need additional support phone sessions are available. If a true emergency situation arises, please call 911 or any local mercy room.

717.478.3411 ex 0 to leave a message

717.478.3411 text here to message our office staff

## **SOCIAL MEDIA AND TELECOMMUNICATIONS**

Due to the importance of your confident confidentiality and the importance of minimizing relationships, Heart For Change staff do not accept friend or contact requests from current or former clients on any social network site, including Facebook, LinkedIn, Snapchat, etc. We believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our relationship. If



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you have questions about this, please bring them up when we meet and we can talk more about it.

## **ELECTRONIC COMMUNICATIONS**

Heart For Change cannot ensure confident confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, we will do so. While we may try to return messages in a timely matter, our staff cannot guarantee immediate response. We will also request that you do not use these methods of communication to discuss therapeutic contact and or request assistance for emergencies

## **MINORS**

If you are a minor, your parents may be legally entitled to some information about your therapy. We will discuss with you and your parents what information is appropriate for them to receive and which issues are more appropriate keeping confidentiality. Please see and discuss Heart for Change CONSENT TO RELEASE INFORMATION.

## **TERMINATION**

Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. Heart For Change may terminate treatment after appropriate discussion with you and a termination process. Two factors of termination may include 1)the therapy is not being effectively used or 2) if you are in default on a payment on payment. We will not terminate a therapeutic relationship without discussing and exploring the reasons and purpose of termination. If therapy is terminated for any reason or you request another therapist, Heart For Change will provide you with a list of qualified therapists to treat you. You may also choose someone on your own or from another Source. Should you fail to schedule an appointment for three consecutive months, and unless other arrangements made in advance for legal and ethical reasons, we must consider the professional relationship discontinued

By clicking on the checkbox or signing below, have understood and agreed to the items contained in this document.

Edited October 2024\*