

Frequently Asked Questions -FAQ:

1. Q: Would I (Client) like working with you (therapist)?

A: Wow! Tough question. To answer that I'd say, "Look at my web site, read the info herein and get a feel for 'me.'" I'd also recommend you take a look at my eBooks and audio books which can be found in my online store. Notice that I have also placed a link by them to allow you to sample for free. Also, you can read my second chapter to the 1st edition of my book 'The Book of Healing and Beyond', found by clicking the middle link on the same page where you found this link. You then get a feel for my personality and mode of practice. If you still need some convincing next, contact me whether via email or actual call. How did the contact go? Did I put you at ease, or did I swear at you? (I hope not!). Sometimes we don't know something till we go down the road a bit, so you may actually take me up on my 'Getting to Know You Offer'. How did the session seem to go? What did you think/feel? Perhaps, you need to know a bit about my style and approach. I would guess that my approach is considered "non-confrontational" and "Insightful" which means I don't yell at you, and any change you decide to do comes after a "light" has seemed to come on for you. There, that's pretty much my advice on that. Next question!

2. Q: Do you (therapist) take my (client) insurance?

A: No. I strive to be 'insurance free' which provides you and me with several benefits, such as:

A. I can set my own prices rather than have insurance determine them (therefore often less expensive rather than more expensive)

B. We (you and I) control the direction and course of therapy instead of the insurance company

C. Whoever pays the bill has a natural right to have some say and control over what goes on in therapy, thus making the insurance company a third (and powerful) party in the therapeutic relationship, which may often times create a conflict of interest.

D. Insurance companies 1st job is to make money (it is a business) which means they need to preserve the money you or your work place pays them, which also means fundamentally their job is to deny you your claims. They can't entirely do this, so they set up a system of rigorous controls to limit the scope of your treatment.

3. Q: Can I (client) afford you (therapist)?

A: It is my business objective to be the most accessible therapist out there, accessible means affordable to you. I do this by using a “universal fee schedule” to work with ALL types of clients and ALL levels of affordability. My “universal fee schedule” allow you to CHOOSE what you will pay what you feel is doable – within certain parameters.

I even provide '**Discount Pricing**', where you can have a lesser fee by meeting certain parameters such as: 1) meeting during my 'happy hour' times, 2) allow me to place your credit card on file for ease of billing, and 3) package pricing, meaning that if you pay in advance for a ten session you get an additional discount.

4. Q: What types of services do you (therapist) offer?

A: I offer individual, couple, and family therapy. With twenty plus years of experience and having worked at a wide variety of locations and with different people, there isn't a whole lot that I haven't dealt with. There is a pattern to much of human suffering and even though we may feel that no one else has experienced our particular pain, there isn't really anything 'new under the sun' so to speak. Yes there are answers. Yes, I can help you find them. If you need something and are not sure I (therapist) can provide it, it won't hurt to give me a call.

5. Q: Do you take cash, debit, credit cards, and checks?

A: Yes. Yes. Yes. And Yes (for local clients), with a one strike policy for checks. If the check bounces, you're OUT!!! No more checks from you. I even take PayPal.

6. Q: How long are the sessions?

A: Each counseling session is 45 minutes, which is standard & customary practice for the clinical hour. Keep in mind that the traditional clinical hour also accounts for 10-15 minutes for paper work and any other administrative needs, though 45 minutes is spent directly with the client. At the conclusion of the 45 minute counseling session we set the appointment for the next session.

7. Q: Can you make my child/ partner/ spouse behave?

A: No, but I can help you (client) help them to want to behave for you. I can show you that you have power you didn't know you had, power which can influence others, and which comes by your use of self-discipline and self-control. You see, we really don't have to waste our time and energy controlling others -that is so exhausting. Rather, by controlling ourselves, our words, and our things we have a

great capacity to change the environment around us, including others in our relationships.

8. Q: Will you enable my children (spouse or whoever) and teach them that they are "victims"?

A: No. I teach them that they are they are marvelous and wonderful beings and, as such, they have a innate desire for forward directed movement, and the capacity to overcome all obstacles; and frankly, without acceptance for this part of ourselves we would all be lost, depressed, living purposeless lives, and look for any mode of escape -even if just for the moment.

9. Q: Will I be involved with any of your other staff?

A: No. I will be your one and only contact, which keeps things simple and cost effective. All interactions will take place through me, from answering phones, returning messages, scheduling, and canceling appointments. Given this, please don't hesitate to leave a message on my phone if I am unavailable due to involvement in a session or some other requirement.

10. Q: Will I be charged long distance rates if you call me?

A: No. The person making the phone call is charged the rates, not the person receiving the call. Please don't let fear of raking up long distance fees cause you to not find better answers for yourself.

11. Q: What are your scheduled appointment times?

A (1): I am located in Utah, so my time zone is MOUNTAIN. Here is my schedule (subject to change):

- Mon. ,Wed. & Thurs.:

9:30 am	2:00 pm	6:30 pm
10:15 am	2:45 pm	7:15 pm
11:00 am	3:30 pm	8:00 pm
11:45 am	4:15 pm	8:45 pm
12:30 pm	5:00 pm	9:30 pm
1:15 pm	5:45 pm	

- Sat. mornings:

9:30 am

10:15 am
11:00 am
11:45 am
12:30 pm

A (2): If you are in EASTERN time zone: add two hours, making it later than it shows here. Example: 9:30 am (MST) would be 11:30 am (EST)

A (3): If you are in CENTRAL time zone: add one hour, making it later than it shows here. Example: 9:30 am would be 11:30 am (CST)

A (4): If you are in PACIFIC time zone: subtract one hour, making it earlier than it shows here. Example: 9:30 am (MST) would be 8:30 am (PST)

12. Q: If I call you how long does it take you to reply?

A: I will usually return your call within the hour given that 1) I'm not in a session, 2) it's not the middle of the night, 3) I'm not in a meeting I can't get out of, and 4) you leave me a clear message about your counseling needs. I really do get back with you quickly.

Sincerely,

Dennis Tucker, LCSW

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