



Office Policies & Procedures

Welcome to Lotus Counseling and Wellness Center! We thank you for choosing us and entrusting us with the care of you and your family members.

Please **complete the New Client Packet and bring it with you to your first appointment.** The New Client Packet consists of: *Client Information Form, Informed Consent for Services, Credit Card Authorization/ Financial Agreement Form, HIPAA Privacy Practices, Release of Information (if needed), and this form, Office Policies and Procedures.* These forms are available on our website for you to download, print, and fill out, or you can request them via email or fax and we will be happy to send them to you. It is important to take the time and complete these forms to the best of your ability *prior* to your first scheduled appointment. You will not be able to receive services at your initial appointment without having the New Client Packet fully completed. ****Please note, the signed Credit Card Authorization/ Financial Agreement is required to hold your scheduled appointment time.***

Sessions: The number or length of sessions will depend on the issues to be addressed and your commitment to the process. For the best outcome, you are expected to attend all scheduled sessions (reschedule when you cannot attend), be actively involved in sessions, voicing your thoughts, feelings, and opinions honestly and openly whether positive or negative, setting goals, completing any homework assignments, trying new behaviors and skills learned in sessions, and implementing my crisis plan (if needed). A successful outcome depends to a large degree on the amount of effort you put into this process. If at any time you feel the process is not working for you or you would like to make changes, please discuss this with us to identify potential solutions and make changes to your service plan. You are free to terminate our services at any time.

Fees: Therapy and Coaching sessions are 45-50 minutes on average, but can vary depending on your needs and our recommendations for best care. Initial sessions for both services are scheduled for 90 minutes to allow us time to complete the initial paperwork, get to know each other, and develop rapport to move forward. In the course of your care, longer sessions are often needed/recommended based on the issues being addressed. Group sessions generally range between \$20-\$45 per session. Telephone and internet/video sessions are available and will be charged to your credit card on file prior to the scheduled session. Discounts are offered when multiple sessions are pre-paid in advance. Please refer to the specific program Fee Summary which will provide detailed fees for the services you have selected and package pricing available. **Please note that payment is due at the time of service and will be collected prior to your session.**

Cancellations: All cancellations require a 24 hour notice. Please remember, if you no-show or cancel your scheduled appointment without giving 24 hours' notice of the cancellation, your credit card on file will be charged for the full cost of the missed appointment.

Emergencies: Voicemails are checked several times per day. We generally do not return calls after business hours, on the weekends, or on major holidays. In the case of an emergency please do not leave a voicemail. Instead, please call 911 for police / emergency medical assistance. If for some reason you are unable to reach/wait for 911 response, please go to the nearest hospital emergency room for immediate care. For less urgent situations that may improve through competent, professional phone intervention or to obtain 24hr resource and referral information, call First-Call-For-Help by dialing **211** from any phone.

Confidentiality & Privacy: The HIPAA Notice of Privacy Practices is provided in your New Client Packet and is also available on our website. Please be assured that all information received from you will be kept *strictly confidential* as required by law. No information will be released to another party without your written authorization and consent, except for the mandates and limitations as required by law, which were explained and agreed to, by you on the Informed Consent Form. Lotus will keep all information we originate by phone or email confidential; however, we cannot guarantee this for phone or emails that we do not originate that is up to the sender to ensure your confidentiality is protected.

If you have any questions or concerns, please let us know. At Lotus Counseling & Wellness Center our goal is to Motivate for Change and Encourage a Better You!

By signing below, you agree that you have read, understood and accept the above information.

Client Name

Client Signature

Date

Guardian Name (if client is a minor)

Guardian Signature

Date