

Beach Counseling Center

Patient Copy for Office Policy

Appointment Information

Because appointment hours are reserved for you, we ask for **24 hours' advance notice (NOT AFTER HOURS OR WEEKEND)** if you need to cancel or change your appointment. There is a late cancellation or no show **fee of \$50** that is not covered by insurance.

- Office phone – 757-233-1500
- 24-hour business notice is: Monday to Friday, 9am to 5pm. Please call during office hours to cancel. **We do not answer the phone after hours.**
- **Weekend or after hours' cancellations are not considered during office hours.**
- **An email sent at night or over the weekend will not** be answered until the next business day.
- If you have a Monday appointment, please call the office to cancel or reschedule by Friday, 5pm.
- A last-minute cancellation prevents another patient from being seen.

Emergencies

An emergency is typically a **crisis situation** that occurs after-hours and **cannot wait until the following business day** for a response. Our on-call therapist is available to current clients and will answer calls during those times. For extreme emergencies, please go to the nearest hospital or call 911. If you are a current patient with an emergency, please call 757-651-3003.

- When the office is closed, do not hesitate to call us if an emergency arises.
- If your therapist is not on-call, another therapist will respond to your call if you cannot wait until the next business day.
- **PRESCRIPTION REFILLS IS NOT AN EMERGENCY AND WILL NOT BE FILLED.**

Business Hours/Telephone Calls

Our office will answer the phone between the hours of 9am to 5pm for all calls.

- **Please do not email, text, or call the personal phone for your therapist.** They may call you from time to time to communicate, but all communication should be done through the office.

Medication Refills

- If you require paperwork to be filled out by our office, please allow 7 business days for this to be completed.
- **CALL 4 TO 5 WORKING DAYS IN ADVANCE TO HAVE MY MEDICATIONS REFILLED.**
- Refills will be made during regular office hours, Monday through Friday. **REFILLS WILL NOT BE MADE AT NIGHT, ON HOLIDAYS OR WEEKENDS.**

Insurance

- It is your responsibility to let the office know of any change in your insurance prior to your appointment. Failure to do so, may result in you being fully responsible for your session.

If you are rude to any of the staff members, by phone or in person, you will be discharged from the practice.