

2. HCC TERMS and CONDITIONS

Healing Counseling Center Inc.

Clinic Terms and Conditions

*****Please initial next to each term*****

In the event that you will not be able to keep an appointment, please give advance notification within at least 24 hours of your appointment. An appointment reminder will be sent 48 hours in advance by email reminding you of your scheduled appointment.:

Arrival to appointments more than 15 minutes after the appointment time will be considered a Late Cancel. This will result in your appointment being cancelled, and the Cancellation Fee will be charged to your account. Cancellation fees are the full price of your counseling session fees and CANNOT be billed to your insurance.:

If no 24-hour notification is made, a no-show/late cancellation fee will be billed to you for payment prior to your next counseling session. This is the full price of your counseling, this CANNOT be billed to your insurance.:

All Billing for Copay or session fee for In person sessions will be completed at the time of your appointment. You will be notified of any decline or problems with payment method by the end of your appointment. Billing for Telehealth sessions will be done 24-48 hours after the session has been completed. All No Shows or cancellation charges will be billed the day of the session.:

At any time in the counseling process, if you are absent two consecutive sessions without prior notice, our counseling relationship will no longer be active. HCC admin and Therapist will attempt to contact you once via phone/email/text to notify you of the discharge from active care. We will close out your file with HCC. If there is no communication with you for a period of 6 months you will be discharged from care with Healing Counseling Center and your file will be archived. If you wish to resume counseling services you must contact us within 3 months of termination. You will be provided with a referral list via email (if you have given us permission to communicate with you via the email) to other facilities should you want to continue counseling services.:

If payment of Copay or Session fees are declined or left unpaid for 2 weeks, counseling services will be suspended until account is brought current. You will be notified of the decline, and any suspensions involving your counseling services by email.:

If during the course of counseling the needs or presenting issues of any client move outside the scope of services that your counselor at Healing Counseling Center , the Healing Counseling Center reserves the right and is ethically

obligated to terminate counseling services and provide referrals to agencies or other counseling service providers that are competent to meet the full scope of the client's needs.:

Please know we are not a crisis counseling center. Counselors are here only on certain days to return phone calls/email/texts. Monday through Friday 9:00AM to 7:30PM. Should you have a mental health emergency, please call 9-1-1 Or go to the nearest ER for treatment.:

I have read, understand, and will comply with the above stated conditions to receiving counseling services at the Healing Counseling Center Inc.

Signature::

Date::

Healing Counsleing Center Inc. 1400 North Coit Rd #706 McKinney TX 75071 * (940)220-9307

* healingcounselingcenter.com