



2019

Please find a few important New Hope policy points briefly outlined below. Feel free to speak to a New Hope staff member if the need for more detailed information or questions regarding these items arise.

Privacy Policy: The Notice of Privacy Practices at New Hope is offered at the time of a client's first appointment. Rather than reprinting a new paper copy each year, this important information can be accessed at any time on New Hope's webpage under the 'Resources' menu tab at www.grownewhope.com. If a paper copy is preferred, a staff member can provide one upon request.

Seeing a client in public: There may be times when a client may encounter a New Hope therapist or staff member in public. Client confidentiality and privacy is of the utmost importance; therefore it is New Hope's policy not to approach a client when out in public. If you as a client wish to initiate contact that is your prerogative. Please do not be offended if this occurs. Remember, your privacy is of the utmost importance.

Payment is due at the time of service:

- ❖ If insurance is to be utilized for session payment, please pay co-payment, co-insurance, or deductible amounts on the date of service. (The phone number listed on the back of your insurance card will always be of help in finding the details of policy coverage, deductible requirements, and co-pay amounts.)
- ❖ You may utilize a health savings account, flex spending account, credit card, or debit card to make your payment.
- ❖ It is important to immediately notify the office with employment changes, insurance coverage changes, deductible or co-insurance changes, and any name or address changes.
- ❖ Due to the fact that you signed an "Agreement to Pay" form, you will be held responsible if an insurance claim is denied for any reason.

Confidentiality: To protect confidentiality, no audio or visual recording will take place without prior written permission of therapist and all clients present in a session. If desired, and with agreement of the therapist, it is acceptable for a client to take written notes in session.

Cancellation Policy: New Hope has a 48 hour (2 business day) cancellation policy. Please be advised that if for some reason you are unable to make a scheduled appointment and you do not call to cancel within 48 hours prior to the appointment, you will be responsible for paying a late cancellation fee (1/2 of the New Hope hourly rate.) This fee is waived only if the session is rescheduled within 5 business days of the original appointment. It is obvious that there are times when life will dictate exceptions; however, if there is a conflict, let the office know so the appointment may be offered to another client.

Regular therapy sessions: It is advisable to regularly schedule and keep appointments due to the therapeutic nature of this work. Therapists' schedules often fill quickly, and it is advisable to schedule appointments ahead to help ensure ongoing therapy needs are met.