



2017

As we begin working together this year, there are a few things that are important to highlight and are briefly outlined below. If you have the need for more detailed information or any questions regarding these items, please feel free to ask your New Hope therapist or staff,

- 1) **Privacy Policy.** The Notice of Privacy Practices at New Hope is given at the time of your first appointment. Rather than giving you a new paper copy each year, I would point out that this important information can be accessed at any time on New Hope's webpage under the "resources" menu tab at, www.grownewhope.com. If you would rather have a paper copy, feel free to ask your therapist.
- 2) **Seeing you in public.** There may be times when you may encounter a New Hope staff person out publically. Client confidentiality and privacy is of the utmost importance; therefore it is our policy not to approach you when out in public. If you wish to initiate contact with a hello, that is your prerogative; however we will not compromise your privacy by doing so first. Please do not be offended if this occurs as, again, your privacy is of the utmost importance.
- 3) **Payment is due at the time of service.** If insurance is to be utilized for session payment, please pay co-payment and/or deductible amounts on the date of service. It is important to notify the office with any insurance coverage changes, or if there is an annual deductible amount which needs to be met before insurance begins. (The phone number listed on the back of your insurance card will help you find the details of policy coverage, deductible and/or co-pay amounts.)
- 4) **Confidentiality** - To protect confidentiality, no audio or visual recording will take place without prior written permission of therapists and all clients present in a session. If desired, it is acceptable for clients to take written notes in session.
- 5) **Cancellation Policy** - New Hope has a **48 hour (2 business days) cancellation policy**. Please be advised that if for some reason you are unable to make your scheduled appointment and do not call to cancel within the 48 hours prior to that appointment, you will be responsible for a late cancellation charge (½ of the session charge.) Less notice than 48 hours does not always allow for the rescheduling of the session time. (This fee may be waived if it is possible for you to reschedule your session within 5 business days of the original appointment. Any questions about this policy may be directed to your therapist.)
- 6) **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.

We thank you for your support with these considerations. We look forward to serving you in 2017!

Blessings!

New Hope Counseling, Coaching & Consulting Staff