



2018

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.

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 the client wishes to initiate contact that is the client's prerogative. Please do not be offended if this occurs; remember, client 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 or deductible amounts on the date of service. (The phone number listed on the back of a client's insurance card will always be of help in finding the details of policy coverage, deductible requirements and co-pay amounts.) New Hope now has the technology to utilize a client's health savings account, flex spending account, credit card, debit card...etc. It is important to notify the office with insurance coverage changes, deductible changes and name or address changes. Due to the fact that an Agreement to Pay is one of the documents signed in the yearly client paperwork packet; if an insurance claim is denied for any reason, an open invoice with outstanding balance will be sent directly to the client's address on file.

Confidentiality - To protect confidentiality, no audio or visual recording will take place without prior written permission of therapist and all clients present in a sessions. 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 a client is unable to make a scheduled appointment and there is no call to cancel within 48 hours prior to the appointment, the client will be responsible for a late cancellation charge. (1/2 of the New Hope hourly rate.) This fee is waived if it is possible for the session to be 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 utilized by someone else. Late cancellation charges are applied or waived by the therapist involved in the session that was missed.

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.

May the New Hope Counseling, Coaching & Consulting, P.C. staff be of service and blessing to clientele in 2018!