



CLIENT POLICIES

(Please retain for your records)

Payment Policies:

- Full payment or co-payment is due at the time of service
- Personal Checks are not accepted
- The following forms of payment are accepted:
cash, money orders, cashier's checks, and most major credit cards
- If a business check is returned due to insufficient funds, a \$35 fee will be assessed

Appointment Arrival/Cancellations:

- Rescheduling/canceling less than 24 hours prior to the scheduled appointment will result in a fee of the full visit rate
- Clients missing two appointments, without rescheduling/canceling less than 24 hours prior to the scheduled appointment will be referred to other agencies for assistance with their future mental health care needs
- Arriving late to a scheduled appointment will result in a shortened session or the client may be asked to reschedule in which case a fee would apply

Emergencies/After Hours:

- In the event of an emergency, call the office's main number (678-519-4142) during normal business hours, the receptionist will set up an emergency appointment. If it is before or after normal business hours, a recording [or answering service] will provide instructions for emergent situations

Updated 3/8/10