

Counselee Agreement with Policies and Procedures **Bottom Line Counseling Ministry**

A pastoral ministry of the Northwest Georgia and Lookout Valley Baptist Associations

Welcome to Bottom Line Counseling!

The following information is provided to counselees to assist them in understanding policies and procedures at our office. We strive to provide you care which is both comfortable and of the highest quality. Please do not hesitate to ask questions of your Bottom Line Counselor or of the administrative staff about these matters.

Accompanying this Counselee Agreement is the **Notification of Patient Rights** document required with the passage of the federal "medical records privacy law", known as **HIPAA** (Health Insurance Portability and Accountability Act). BLC is required by law to show you a copy of this document and to secure your signature indicating that you have reviewed a copy of it. Laws such as these are important, but also complex. In the **Notification of Patient Rights**, we have tried to inform you about your rights in plain, understandable language. Please read the notification and do not hesitate to ask any questions you might have about these matters.

Appointments:

We reserve appointment times for counselees and sometimes attempt to confirm the appointments in advance as a courtesy to the counselee. BLC is open Mon-Thurs from 8:30 am to 4:30 pm.

Since counselees are seen by appointment only (unless an emergency situation dictates otherwise), the appointment time is reserved for you and is ultimately your responsibility to keep up with the time and date of your appointment.

Please give at least a twenty four (24) hour notice if you must cancel your reserved time. Sometimes emergencies happen which prevent you from keeping your reserved time and BLC therapists sometimes waive the fee for these infrequent occurrences. In the absence of such circumstances, you will be charged \$25.00 for appointments NOT cancelled twenty-four hours prior to your appointment time. Please understand that insurance companies cannot be charged for missed appointments and you are fully responsible for any charge due to a missed appointment.

Emergencies and Telephone Calls:

While you will be seen at a reserved time that fits the demands of your schedule, there may arise occasions when you need to talk to your BLC Counselor between appointments. Should you need to talk to your counselor between appointments and you call during normal office hours, your call will be returned as promptly as possible. If your call is an emergency and occurs during normal office hours, you should declare your call to be an emergency and let the secretary know of your needs. Your call will be handled promptly. If your call is after hours, please call Valley Hospital at 423/499-2300.

Fees and Payments:

The fee for the initial 45-60 minute intake consultation is \$35.00. For subsequent sessions the fee will be \$65.00. However, we do provide a sliding scale which may reduce the fee to a range from \$10 to \$65.00.