



Statement of Counseling Policies and Procedures

COUNSELING SESSIONS

Counseling sessions are 50-60 minutes in length for individuals and 75-90 minutes in length for couples.

FEES

Initial Intake Assessment Session (i.e. your first session) for Individual Sessions cost \$120 and for Couple Sessions cost \$150. After your initial session, the fee is \$100 for Individual Sessions and \$140 for Couple Sessions. If you are undergoing a financial hardship, contact us to discuss options available for financial assistance. We do not want finances to keep you from getting the help you need.

PAYMENTS

Payment is due upon the completion of each session. You may pay by cash, check or credit card. Checks should be made payable to "Kalon Christian Counseling." Accounts must be kept current in order to continue counseling at Kalon Christian Counseling.

INSURANCE

We counsel on a fee-for-service basis and do not accept or file any insurance on your behalf. However, we can provide you with a medical receipt if you choose to pursue personal reimbursement from your insurance company. To do this, you must call your insurance company directly to see if you have out-of-network mental health coverage.

RESCHEDULING APPOINTMENTS

It is our policy to schedule you for a "standing appointment." Concluding each session we will confirm your next scheduled appointment. Standing appointments will only be rescheduled if an alternative time is available.

CANCELLATIONS/ NO SHOWS

If you must cancel your appointment, please **call at least 24 hours in advance** of your scheduled time. All appointments that are not canceled and/or canceled less than 24 hours before the appointment time (except in case of an emergency out of your control) are subject to a late cancellation charge equal to the session fee.

CONTACT INFORMATION

It is understood that occasionally you may need to consult with your counselor briefly by telephone or email. In most cases your counselor will not be available immediately. However, every effort will be made to return your call or email within 24 hours. For brief consultations there is no charge. However, for all communication lasting longer than ten minutes, there is a \$1.50 per minute fee.

EMERGENCY CONTACT INFORMATION

If you feel that you need immediate help and/or are experiencing a medical emergency contact your family physician or nearest emergency room and ask for the psychologist or psychiatrist on call. If you are experiencing a life-threatening emergency call 911 or go to the nearest hospital emergency room.