

## **2. HCC TERMS and CONDITIONS**

### **Healing Counseling Center Inc.**

#### Clinic Terms and Conditions

Please initial next to each section of this document to acknowledge that you have read and understood its contents.:

#### Cancelling or Rescheduling Appointments

Initial \_\_\_\_ In the event that you will not be able to keep an appointment, please give an advanced notice within at least 24 hours of your scheduled appointment time. An appointment reminder will be sent 48 hours in advance by email, reminding you of your scheduled appointment. If you need to cancel or reschedule an appointment on the SAME day of the appointment, please contact your therapist directly via email or call their direct line. If you are able to provide your therapist with at least a 24-hour notice prior to your appointment, you are welcome to email your therapist directly to cancel or reschedule.:

#### Communication with Your Therapist

Initial \_\_\_\_ HCC is not a crisis counseling center. Counselors are only permitted to provide counseling services at each client's scheduled appointment time, and can answer emails during their regular business hours. Counseling services cannot be provided via email. Should you have a mental health emergency, please call 9-1-1 or go to the nearest ER for treatment.:

#### Scope of Practice & Referring Out

Initial \_\_\_\_ If during the course of counseling the needs or presenting issues of any client move outside the scope of practice that your counselor at Healing Counseling Center provides, the Healing Counseling Center reserves the right and is ethically obligated to terminate counseling services and provide referrals to agencies or other counseling service providers that are competent to meet the full scope of the client's needs. You will be provided with a referral list via email (if you have given us permission to communicate with you via email) to other providers should you want to continue counseling services.:

#### Attendance Policy for No Shows

Initial \_\_\_\_ At any time in the counseling process, if you are absent two consecutive sessions without prior notice, our counseling relationship will no longer be active. HCC admin and your therapist will attempt to contact you once via phone or email to notify you of the discharge from active care. We will close out your file with HCC and provide you with referrals. If there is no communication with you for a period of over 2 months you will be discharged from care with Healing Counseling Center and your file will be archived. If you wish to resume counseling services 3+ months after you previously terminated, you must contact HCC admin to update your paperwork.:

I have read, understand, and will comply with the above stated conditions to receiving counseling services at the Healing Counseling Center Inc.

Signature::

Date::

Healing Counseling Center Inc.

1400 North Coit Rd #706

McKinney TX 75071

(940)220-9307

[www.healingcounselingcenter.com](http://www.healingcounselingcenter.com)