



Serenity Family Services

8301 Broadway Suite 410

Office #: 210-826-3300

Fax #: 210-826-3301

Client Information and Office Policy Statement

New Client: Welcome!

Thank you for choosing *Serenity Family Services*. We would like to take this opportunity to acquaint you with information relevant to treatment, appointments and office payment policies. **Your therapist will answer any questions you have regarding any of these policies.**

Goals for Counseling:

The major goal of counseling is to help you identify and cope more effectively with problems in daily living and to deal with inner conflicts which may disrupt your ability to function effectively. Other Counseling goals may be to:

1. Increase personal awareness.
2. Improve family relationships and communication
3. Make changes necessary to attain your goals.
4. Develop wholeness through physical, mental, emotional and spiritual healing and growth.

You are expected to play an active role in your treatment. You may be asked to complete questionnaires, journals or to do homework assignments. Most progress in therapy depends on you and what you do between sessions rather than on what happens in the session.

Appointments:

Appointments are usually scheduled for 50 minutes. The office hours are 9 to 6, but your therapist may be willing to work around your hours. Patients are generally seen weekly or more/less frequently as acuity dictates and you and your therapist agree. You may discontinue treatment at any time, but please discuss any decisions with your therapist prior to doing so. If you are a CPS client, your services are required by CPS and cannot be discontinued. If you experience problems with keeping your appointments, please contact your caseworker. If you are unable to reach your therapist to schedule or cancel your appointment, you may call the office at 210-826-3300. If you are experiencing a life threatening emergency, please call 911. Another community crisis center that you may contact is the Center for Health Care Services and their crisis number is 210-223-7233.

Cancellations and Missed Appointments:

You will be billed at the full rate of the 50 minute session if your appointment is not cancelled within 24 hours. You may call the office to cancel between 9 to 5 or leave messages after hours 24 hours per day. (CPS Clients: if cancellation is not given, your caseworker will be notified immediately.)

***Insurance companies/EAP companies/CPS do NOT pay for sessions cancelled with less than 24 hour notice.**

Copays and Payments for Sessions:

Payment is due at the time of the session unless other arrangements have been made. Copay for the initial visit (which includes the Diagnostic Interview) is expected at the time services are rendered. We bill participating insurance companies as a courtesy to you, but you are responsible for deductibles, co-insurance and co-payments. It is your responsibility to familiarize yourself with your insurance benefits. If we have not received payment from your insurance company within 60 days of the date of service, you may be expected to pay the balance in full. You are responsible to be sure all charges are paid whether by you or by your insurance carrier.