

Next Direction Counseling, PLLC, 2600 Behan Road, Suite E3, Crystal Lake, IL 60014
815-888-3233

Practice Policy Agreement

Emergency Procedures

The following protocol is provided to you to address mental health emergencies. The steps are listed in order of priority depending on the level of care you believe you need:

1. **If you are experiencing a mental health emergency, please call 911 for immediate assistance.**
2. If you feel capable, report to the emergency room of a local hospital or immediate care center and request mental health services. If you cannot get to an emergency facility call 911.
3. If you feel stable but would like to speak to your counselor or make an appointment before your next scheduled session, please call (815) 888-3233 and leave a message stating that you need your provider to contact you as soon as possible and indicate how we can reach you. We will try to return your call within 24 hours or sooner. Do not email or text as this may delay a response. If you cannot wait, return to the instructions above.

Appointments and Cancellations

Please remember to call Next Direction Counseling at 815-888-3233 to **cancel or reschedule your appointment at least 24 hours in advance**. You will be responsible for the entire fee if the cancellation or rescheduling notification is received in less than 24 hours before your appointment. This is necessary because a time commitment is made and held exclusively for you. The standard counseling session is 50 minutes. However, the length of the session is your decision. Adjustments to session duration must be made in advance to accommodate scheduling. If you are late for an appointment you may lose session time because other clients may be scheduled after you.

Accessibility and Communication

If you need to contact your counselor between sessions, please leave a message on our voice mail at 815-888-3233. We are often with clients and not immediately available. Your provider will attempt to return your call within 24 hours. Please note that face-to-face sessions are highly preferable to phone or video-based sessions. However, if you are unable to meet in person these options are available.

To protect your privacy, please do not use emails or texts to discuss counseling content or sensitive information. Outside of your Next Direction Counseling client portal, we cannot ensure the confidentiality of any form of communication through electronic media.

Due to the importance of maintaining your privacy and minimizing dual relationships, Next Direction Counseling does not accept friend or contact requests from current or former clients on

any social networking site (Facebook, LinkedIn, etc.). We believe that adding clients as friends or contacts on these sites can compromise your confidentiality.

Payment

Please know it is your responsibility to check with all insurance coverage you plan to use to pay for Next Direction Counseling services and to understand pre-authorization procedures, the limits of your policies, co-pays, and deductibles. While Next Direction Counseling can provide invoices to assist you with reimbursement from your insurance company, your policy is a contract between you and the carrier. Consequently, all charges are your responsibility and you agree that payment is due and collected for all fees at the end of each appointment payable by cash, check, or method of payment on file. Payment of services provided to minors is the responsibility of the parent or guardian granting counseling consent.

When using insurance coverage accepted by Next Direction Counseling, you agree payments from these managed care providers may be made directly to Next Direction Counseling and you will notify us of any changes in your coverage.

Next Direction Counseling understands financial problems may arise and will work with you provided arrangements are made in a timely manner. Any account balance over 30 days past due and without an alternative payment agreement will be charged to the payment method on file. Delinquent accounts may be subject to collection and all fees associated with the collection process. You agree Next Direction Counseling may release the necessary information required for collection of this debt. A \$35.00 handling fee will be charged for returned checks.