

# OFFICE POLICY STATEMENT

Welcome to Sanctuary Christian Counseling. We ask that you read and sign this office policy statement in order to indicate your understanding of our office procedures and your consent to receive treatment within these guidelines.

# APPOINTMENTS:

All professional services are provided by appointment. The length of a therapy session is 50 minutes. Appointments can be made by contacting our office at 717.200.3158 or through our website at [www.sanctuarychristiancounseling.com.](http://www.sanctuarychristiancounseling.com/)

# CANCELLATIONS AND MISSED APPOINTMENTS:

Your appointment time has been reserved exclusively for you. If you are unable to keep your appointment, please notify us at least 24 hours in advance so that time can be used for other clients. We have voice mail and email available for your convenience after hours. In the event you miss an appointment or cancel in less than 24 hours you will be charged an early cancellation fee of your therapy fees, at the discretion of your therapist.

# CONFIDENTIALITY OF RECORDS:

All written and spoken information related to counseling services is held in strictest confidence. Information will not be provided to any third party without written authorization from you to do so except where legal exceptions to the general rule of confidentiality apply, as outlined in our informed consent.

# EMERGENCY CONTACTS AND TELEPHONE NUMBERS:

In the event you find yourself in an **emergency situation** you should immediately **call 911.** Please do not leave an urgent message on our voice mail. If you need someone to talk to, call the **Crisis Intervention Hotline** at **717-264-2555.** Crisis Intervention is available 24 hours a day seven days a week. **Our staff is not available for emergencies.**

# PAYMENT FEES:

Payment by check or cash (preferred) or credit card is expected at the time of service. Most of our therapists also use Square for credit card payments virtually. A sliding fee scale may apply; please ask your therapist at the time of your first session.

# INSURANCE:

At this time we do not accept insurance. Many insurance companies will reimburse for out-of-pocket therapy fees. Please check with your particular insurance provider. In these instances our sliding fee scale does not apply.

# I HAVE READ AND UNDERSTAND THIS POLICY AND AGREE TO ABIDE BY IT ACCORDINGLY.

Signature Date