

CareNet Counseling East
3219 Landmark Street, Suite 7A
Greenville, NC 27834
Telephone: (252) 355-2801

Name: _____ Chart # _____

PURPOSE

You have come to CareNet Counseling East (CNCE) for help with some personal concerns. We appreciate the trust you place in us and pledge to cooperatively work with you. During the course of your relationship with us, questions may arise about the Centers and our work. Please feel free to discuss any questions or concerns with your counselor. The information below will help you know more about the Centers and their functioning.

PERSONNEL

CareNet Counseling East is staffed by staff counselors who are employees of Wake Forest University Baptist Medical Center. All of our staff provide counseling in accordance with NC state laws pertaining to licensure of counselors and therapists. In addition, staff members are credentialed by their respective professional organizations. We have a board certified psychiatrist who is consultants/supervisors for all clinical staff.

CONFIDENTIALITY

Your counseling and any pertinent records are treated with the strictest confidentiality. The only exceptions to this are (1) when matters of harm to yourself or others become known to your counselor, and (2) when records or your counselor are subpoenaed through the legal system. Any other information will be shared only with your signed consent. Please feel free to discuss these important matters with your counselor.

FEES

Our services are primarily supported by client fees. Your counselor will inform you of the current cost per 40-50 minutes session for individual or couple, or 1-1 ½ hour session for group. We realize that in some cases, persons are unable to pay the full fee. No one will be denied initial consultation because of inability to pay. There are some funds for client assistance provided for these circumstances and are distributed based on availability. If you are unable to pay the full fee, you and your counselor can determine together a fee appropriate to your circumstances based on a sliding fee scale.

It is expected that **fees will be paid at the time of your appointment.** All insurance co-payments are due at the time of the appointment. Checks should be made payable to: CareNet, Inc – Greenville. All patient balances of more than 30 days shall be charged 1.5% interest each month. Payment of fees may be made by check, cash, money order, Visa or Master Card.

Please note: Fees will be charged for missed appointments not cancelled at least 24 hours in advance. Monday appointments need to be cancelled no later than 12:00 p.m. (noon) on the Friday before your appointment.

(over)

Name: _____ Chart # _____

INSURANCE

If you plan to use your insurance benefits for your counseling sessions, please provide a copy of the required insurance identification card prior to or at the time of your initial appointment and when your coverage is renewed or changed . Since many insurance companies require pre-authorization for services, you may need to communicate with your insurance company prior to your first session. Our staff will assist you in this process. Should insurance decline to pay for your counseling, you will be responsible for any charges incurred.

ACCOUNT INFORMATION

Questions or concerns about your account (billing and insurance) may be directed to your counselor or to our office manager, Adrienne Hardy, at (252) 255-2801, extension 21.

APPOINTMENTS

You and your counselor schedule all counseling appointments. Sessions usually last 50 minutes. If circumstances prevent you from keeping an appointment, please call the number your counselor gave you, so that the time may be given to someone else. Appointments may be changed or cancelled without the required payment of fee only if you have given a 24-hour cancellation notice.

RIGHT TO REFUSE COUNSELING

You have the right to refuse counseling. If you would not like to continue with your therapist, you make let the therapist know of your desire to end counseling. If you would like to be continued to be seen at CNCE, you may request that the therapist transfer you to another therapist.

AFTER HOUR EMERGENCIES

If you have an emergency after our regular Center hours and you are a current client of CareNet Counseling East **you please call 911**. In case of a life-threatening emergency, you are to go to the nearest hospital emergency room or to the Pitt County Memorial Hospital emergency department.

EVALUATION AND REFERRAL

After assessing your personal concerns, we will evaluate your needs and whether we are the best resource for help. We will make referrals to other professionals or agencies when this is indicated.

PLEASE EXTINGUISH CIGARETTES BEFORE ENTERING.

CareNet Counseling East has a “No Smoking” policy in all offices.

Risk/benefit of counseling

I HAVE READ AND UNDERSTAND THESE CONDITIONS

(Signature) _____ (Date) _____