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Practice Information

Welcome to Recore Counseling. This practice is dedicated to providing the highest level of care to individuals, couples and families with a wide variety of issues. We view counseling as a working relationship between client and counselor, in which the goals of counseling are determined by each specific client need. As our name implies, we view the counseling process as one that is central to renewing the core of who we are as humans . We take the desires of our clients seriously and endeavor to treat each and every client with the utmost respect, kindness, integrity, and dignity. Some of the mechanics of the counseling relationship can be confusing and for that reason we are providing some guidelines in the hope of clarifying issues that often arise. Our policies concerning confidentiality, fees, appointment times, cancellations, and emergency coverage are below. We look forward to discussing any concerns or questions you may have.

Release of Information

We take the confidentiality of our clients very seriously. It is vital to the counseling relationship that anything that occurs in any particular counseling session be held in the highest confidence and not be shared with anyone, unless you, the client, desire it to be shared. If at any time you, the client, decide that sharing of information will be helpful for our work together, we will work with your psychiatrist, your medical doctor, and for teenagers, with your parents, with your continuing permission. For parents, we may share information in a similar fashion with your son or daughter and with medical doctors. Our goal is to provide the best care possible and coordination between all the people involved in your care is helpful. There are a few legal exceptions to this policy which include: evidence that a child is currently being harmed or evidence that the client plans to harm himself or someone else. Please let us know if you have any concerns regarding this.

Scheduling and Cancellation of Appointments

We meet with clients by appointment only, with daytime and evening hours available. When we schedule an appointment we make the commitment to you that we will be in our office ready to see you at that time. If you are unable to attend an appointment it is important that you give as much notice as possible so that your appointment time can be offered to others who might need it. **We utilize a 24-hour cancellation policy; otherwise you will be charged a half session fee (\$25 for Medicaid clients).** This is not punishment, but so that we can offer that time slot to others, if you are unable to make your appointment. Our voice mail is on 24 hours/day and is checked daily.

_____ **Please initial that you have read this and agree to the terms of our cancellation policy.**

Billing

Payment for services rendered is expected at the time of service. Our fee schedule is as follows:

Initial Evaluation (60 minutes)	\$150	Couples/Family Session (60 minutes)	\$130
Individual Session (60 minutes)	\$130	Individual Session (45 minutes)	\$100
Individual half session (30minutes)	\$65	Phone Consultation (30 minutes)	\$65

We currently accept many insurances. Insurances will be billed via a third party medical billing company and any amount not covered by insurance are your responsibility (including co-pays and co-insurances). A sliding fee scale is available for persons not covered by insurance, affected by unemployment or other hardship circumstances. We also work with Mosaic Counseling who provide financial assistance to those in the Tri-cities area (Grand Haven, Spring Lake, Ferrysburg) who can't afford our counseling fee. Court time will be billed at a half day rate (\$520) due to the need to prepare for court and the fact that we have to reserve at least a half day for court proceedings. Reports may be needed or requested from time to time. They will be treated as additional services and will incur fees for our time at our usual rates, in 30 minute increments. Due to the needs of clinical care and our desire to keep basic fees as reasonable as possible, **client telephone calls in excess of 10 minutes will be treated as additional services with a fee of \$1 per minute.** This applies to client or parent contact in excess of 10 minutes outside of therapeutic sessions.

_____ **Please initial that you have read this and agree to the terms of our billing policies.**

Emergency Coverage

When we are not available there will be no clinical coverage for emergencies. Calling our voice mail will direct you to dial 911 for psychiatric emergencies. Recore Counseling is not designed to handle psychiatric emergencies, though we work with community agencies that are designed for such purposes. We also work with Ottawa County 211, which is an excellent resource for many needs that Recore Counseling is not able to provide.

If a situation is sufficiently serious for you to fear impending harm to yourself or others, we ask you to immediately use one of the following options, depending on the situation:

1. Contact supportive family or friends
2. Call the local Help Line at 616-842-4357
3. Call 911
4. Go to the nearest Hospital Emergency Room

We hope the above clarifies some of the mechanics of our work together. If you have questions now or at any time in the future please feel free to discuss them with us. We look forward to meeting you and working together.