

PLUM CREEK COUNSELING

1505 S. Main St., Suite 1004, Lockhart, Tx., 78644 (512) 398 7586

Counseling Policies

Appointments

Appointments are scheduled directly with me. In general, appointments are scheduled on a weekly basis, but are also offered on an “as-needed” basis.

If you must cancel an appointment, please do so a full 24 hours in advance of the session. Missed or canceled appointments with less than 24 hours notice will be charged at your usual fee (except in the infrequent instances of illness, emergencies, or acts of God). If you are more than 30 minutes late to a scheduled session, you will need to reschedule and you will be billed for a full missed session. If I miss a scheduled appointment without 24-hour prior notice, unless due to emergency, you will be provided with one free session.

Contacting Me

If you need to speak with me between your regularly scheduled sessions, please feel free to call my confidential voicemail at (512) 398-7586 or email me at alice@plumcreekcounseling.com. If I am not available, leave a message and I will return your call or mail as promptly as possible, usually within 24 hours. All phone calls lasting more than 10 minutes will be charged to you on a prorated basis. I reserve the right to answer lengthy emails in our sessions.

Emergencies

I have limited my practice to clients who are not in need of 24-hour care. If you feel you have need of 24-hour care, please inform me so that I can refer you to a professional colleague. If you have an emergency situation, please call 911 or go to a local emergency room.

Fee information

Payment is expected at the time service is rendered. I accept cash or checks. Make your check payable to Plum Creek Counseling or Alice Taylor. There is a standard \$25 fee for all checks returned due to insufficient funds. If you should encounter financial difficulties at any time during counseling, please discuss this with me promptly. In the event you get two sessions behind in paying your fee, another appointment will not be made until you and I agree on how you will pay past and future fees.

I have read and understand the counseling policies of Plum Creek Counseling

(Client's Signature)

(Date)