

TO OUR CLIENTS

We welcome you to Mesa Counseling Center. We want you to feel comfortable here and have a positive experience. The following information may be helpful in this regard.

1. CONFIDENTIALITY is very important to us. Numerous steps have been taken to comply with the new HIPAA requirements and protect your confidential information. Please be assured that we will not send information out of our office regarding your case without written consent from you. The only time we are required by law and the ethics of our profession to make exceptions is when we feel a client is threatening to harm him/herself or another. We then may be required to notify family members, the potential victim, or the police department. Feel free to review these details on the laminated Privacy Notice available at the front desk. Also note: We retain records for seven years after your last visit unless you request in writing that we keep yours longer.
2. AVAILABILITY: In case of a life-threatening emergency, DIAL 911. Our sessions are by appointment. We do not offer walk in appointments. Appointment times are scheduled between the hours of 9:00 AM & 12 PM on Monday and between 1:30 PM & 5:15 PM Tuesday, Wednesday, and Thursday. Messages are returned during regular office hours. WE ARE CLOSED FRIDAYS
3. FEES: We charge \$140.00 for a 45 minute counseling session. Payment is due when services are rendered. We accept cash, check, or Zelle payments.
4. CASELOAD LIMITS: As we transition toward retirement, we have reduced our work schedule, and limited insurance referrals we accept.
5. APPOINTMENTS: We require 24-hour notification if you must cancel or reschedule your appointment. You will be charged \$50.00 when you fail to show or give inadequate notice. Phone notification of cancellations can be left 24/7 and will be date and time stamped to facilitate this requirement.

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