



NEW CLIENT INFORMATION

Please remember:

1. To arrive to your appointment on time.

**You do not have to check in, just have a seat in the waiting area.*

**Your therapist will come and get you from the waiting area when your appointment starts.*

**Please do not go into the therapist's office earlier than your appointment, even if you see their door open.*

2. Your appointment will end on time. *The next person must start their appointment on time too!*

3. Your insurance probably pays for 2 sessions per week. *Please talk to your therapist if you want to increase your number of sessions or decrease your number of sessions per week.*

4. If you can't make appointments, tell your therapist, so he/she can take you out of the calendar. *Please inform your therapist in advance, so that we may provide that time slot to someone who is in need of the slot.*

Please note the cancellation policy that you signed:

You must give your therapist 24 hour notice if you will not be at your appointment.

You may be charged a \$35 fee for late cancellations.

5. Once scheduled in your Therapist's calendar, you should receive a courtesy reminder text 24 hours before your appointment. *Please do not let this be your only method of remembering your appointment.*

6. The first time you are scheduled with your therapist, you will receive their appointment card, which has the contact info of your therapist. *We suggest you save the info in your phone, so you will have easy access.*

7. You can contact your therapist via text. *Most Independently Contracted therapists prefer text. This is only for appointment scheduling issues. This is not for therapy or interventions.*

8. If you need to see your therapist right away, text them to see if they have an opening the same day. *It is possible that your therapist had a cancellation that day and has an opening to see you. (Thanks to someone else who let them know in advance that they needed to cancel!)*

9. Please feel free to refer your friends and relatives to CCS.

They can call the main number at CCS: 910-485-6336 and we will be happy to discuss how we can help them!

If you are having an Emergency, go immediately to the nearest Emergency Room!

From all of us at CCS:

Thank you for allowing us the opportunity to serve you!