



Welcome to Crossroads Counseling Group

As you begin counseling at Crossroads, it is important to take note of our policies and procedures. Please read this welcome sheet thoroughly and feel free to clarify any questions with your therapist.

Office Hours and Availability

Crossroads is generally open Monday through Thursday from 9:00a.m. to 8:00p.m. Friday hours are from 9:00a.m. to 5:00p.m. Specific appointment times are dependent upon the availability of your therapist, who will schedule with you directly. Scheduling an appointment time outside the above hours is at the discretion of your therapist.

Please be aware that we do not provide emergency services. Therefore, our therapists may not be able to respond to an emergency message in a timely manner. If you are experiencing a crisis, please call 911 if appropriate. Other numbers that may be helpful should the need arise:

OSU / Harding Medical Center	(614) 293 -9600
Riverside Hospital	(614) 566 -5056
Suicide Prevention	(614) 221 -5445

Confidentiality

What you disclose in therapy is held in very strict confidence. If there is a need for your therapist to discuss identifying information about you and your treatment to anyone else, you will be given a written Release of Confidential Information form to complete and sign. If your therapist is under supervision, you will be asked to sign a consent form to release information to the supervisor. Also, occasionally, our Director may need to review clinical records. There are exceptions when information will not be held confidential, but shared with the appropriate person or agency without prior client consent. The exceptions apply to the client or anyone in the session with the identified client. Exceptions are mandated by state laws and are as follows:

- 1) The person threatens suicide
- 2) The person threatens to harm someone (including murder, assault, or physical harm)
- 3) The person is a minor and reports potential child abuse (including, but not limited to physical beating, physical neglect, and sexual abuse)
- 4) The person reports abuse of the elderly or mentally retarded
- 5) The person reports sexual exploitation by a therapist

Please note that Insurance companies require varying levels of confidential client information in order to "authorize" sessions or process claims. Please be aware of this if Crossroads submits claims for payment to your account, or if your therapist has to have sessions "authorized."

Additionally, please do **not** invite your therapist to join any of your social networks online. However, becoming a fan of an organization (like Crossroads), or inviting your therapist to become a fan of an organization that you appreciate within an electronic social network is allowable.

Services and Fees

Customary session length is between 45 and 50 minutes per clinical hour. This provides for appropriate clinical intervention and allows time between sessions for your therapist to review clinical notes, complete paperwork, consult with other professionals, and manage scheduling. We will attempt to start and finish sessions in a timely manner. Occasionally, your therapist may have to address a critical clinical need and may run quite late or need to cancel without timely notice. We appreciate your understanding on these rare occasions.

Our fee schedule is as follows:

Diagnostic Interview Evaluation (1 st session; 60 min.)	\$140.00
Individual (60 min.), Marital, or Family Session	\$130.00
Individual (45 min.)	\$120.00
Group Psychotherapy (45 – 50 min.)	\$72.00
Psychological Testing or Assessment Tools	prices vary per service
Mend Program	prices vary per service

Psychological testing and other assessment tools may provide useful information in a time and cost-efficient manner. If your therapist determines further assessment tools would be helpful, specific rates will be discussed prior to administration.

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