

IMPORTANT INFORMATION ABOUT MY SERVICES

James Bush, LPC-MHSP-TEMP
401-D Uptown Square
Murfreesboro, Tn 37129
Phone: 615-229-6205 or 615-289-7969
james@bushcounselingservices.com

PLEASE TAKE A FEW MINUTES TO READ THIS INFORMATION CAREFULLY AND KEEP IT FOR FURTHER REFERENCE.

INTRODUCTION

This information is provided to acquaint you with my policies. Good communication is the foundation of effective care, so please let us know if you have questions or concerns about any matters relevant to your treatment. We are honored that you have chosen us for your care. Please know that regardless of who you are or why you came to me, you are welcome here.

I provide outpatient services, evaluation, diagnosis, and appropriate counseling. The counseling approach utilized will depend on assessment of the particular difficulties you are experiencing. If it becomes necessary for you to be treated in a hospital setting, I will refer you to a competent colleague. We would then be available to continue with outpatient treatment at the time of your discharge, as appropriate.

APPOINTMENTS

The nature of mental health care requires that your office visits be scheduled. Please be on time. Session lengths vary depending on the service provided. Your time is reserved for you. If it becomes necessary to cancel a session, I request notification at least 48 hours before your scheduled appointment. A charge of the full appointment fee will be made for missed appointments or late cancellations. If you have cancelled a regularly scheduled appointment time, we will assume that you intend to keep your next scheduled session, unless we are notified otherwise.

TELEPHONE CALLS

I ask your cooperation in helping us maintain our schedules. Telephone calls between sessions should be limited to matters of importance. I will do my best to return your calls in a prompt manner, however, sometimes it is not possible to call back at a specifically requested time. If, between sessions, a problem arises which needs considerable discussion or attention, or is longer than 3-5 minutes, it may be necessary to schedule an office visit in order to have adequate time to deal with the matter. Appropriate charges are made for extended phone calls and consultations. (See below for additional information).

PAYMENT OF FEES

Payment is due as services are provided. Please pay your fees at the beginning or end of your sessions. I accept Checks, Cash, and major credit cards of Visa, MasterCard, American Express, and Discover. If fees have not been paid, I will mail you a statement. Full payment of fees for professional services rendered is expected following receipt of your statement unless other arrangements have been contracted. Your account must be kept current. My policies require us to postpone services when fees are not paid for 2 session. Fees not paid after 30 days are subject to a \$5 late fee. If necessary, I may engage a collection agency and/or attorney to collect unpaid fees. If this becomes necessary, the client will be responsible for all fees incurred to collect the outstanding balance. Please feel free to contact me to discuss any questions or problems you may have regarding the payment of fees for professional services.

INSURANCE

In my office I am a Out-of-Network Provider. As a courtesy, I will provide an invoice that you may file with your insurance company if you request this. This office is not associated with insurance companies and does not receive payments from insurance companies. Therefore I cannot predict or guarantee any type of payment you may receive if you choose to self-file an invoice from me.

Please understand that health insurance contracts vary considerably and, in most cases, I am not able to advise you regarding the extent of your coverage or what specific services are covered by your insurance contract. I suggest that you talk with your agent, carrier, or program representative to obtain information related to your specific contract and how you may self-file.

WHEN I AM OUT OF THE OFFICE

The best way to contact me is by telephone. After usual office hours, voice mail is accessible for urgent calls through my number, 615-289-7969. I will return your call as soon as I am available and usually within 24 hours. If you are calling because of a clinical emergency, you should go directly to the nearest emergency room or dial 911.

We look forward to working with you and welcome your suggestions or comments about our practice.

ELECTRONIC COMMUNICATION & SOCIAL MEDIA

E-Mail

I prefer to use e-mail only to arrange or modify appointments. If you send e-mail regarding an appointment and do not hear from us within 24 hours, please call and leave a voice message for me. Please do not e-mail content related to your sessions, as e-mail is neither completely secure nor confidential. E-mail, text messaging, and other forms of electronic communication are not effective means for communicating in a clinical emergency. Any e-mails I receive from you and any responses I provide become part of your client file.

Social Media

I am committed to maintaining proper boundaries that include, but are not limited to, protecting the privacy and confidentiality of the therapeutic relationship between provider and client. Therefore, I do not accept "friend" or contact requests from current or former clients on any social networking site.

Never attempt to contact your provider by using messaging on sites such as Twitter, Facebook, or LinkedIn. It is my policy not to respond to such contacts from clients.