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**New Client FAQ’s**

Welcome to Summit Counseling of North Texas, PLLC! I hope you find this a positive and productive experience. Below are some frequently asked questions that I wanted to address in advance to help you be as comfortable as possible on your initial visit.

How should I prepare?

1. To save time, complete intake paperwork on the client portal emailed to you or download the new client paperwork from the website.
2. If your session will be outside, wear closed toed shoes, dress for the weather and feel free to bring some water and put on sunscreen and/or bug spray!

Where do I wait?

Flower Mound Residential Office:

If you arrive early or are waiting for your child while they are in session, you can walk in the front door and make yourself comfortable in the waiting room directly to your left. Help yourself to any beverages on the hospitality hutch.

The Barn (Denton Office):

If you arrive early or are waiting for your child while they are in session, you can wait in your car. Please do not walk around the property (unless you have permission) as there could be counseling sessions going on just about anywhere. When it is time for your appointment, I will come out to meet you at your car. For liability purposes, please do not interact with the animals unless you are with your counselor.

How often will we meet?

I typically like to meet with everyone weekly until a relationship can be formed and you have met most of your goals. We can then taper off. With some clients, it may be necessary to meet more often until you or your child is stabilized.

How do I pay?

You can pay with credit card, cash, check or Venmo. If using Venmo, all payments will be made privately and, for confidentiality and ethics purposes, friend requests are not accepted. You will however need to keep a credit card on file to hold your appointments. If you miss an appointment or cancel within 24 hours before your appointment your credit card will be charged for that appointment.