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GENERAL OFFICE INFORMATION & NOTICES

To Our Valued Clients,

Thank you for choosing Compassion & Healing Counseling, LLC for your counseling needs. Please take a moment to read the information below to ensure a pleasant experience for all within our practice.

CORONAVIRUS/COVID-19/GENERAL ILLNESS STATEMENT

As we have resumed face-to-face sessions, please note that all clients must adhere to our safety protocols for the protection of all:

- If you are experiencing symptoms related to Coronavirus, Flu, or any other infectious illness, such as Fever, Cough, Congestion, Sore Throat, Runny Nose or Shortness of Breath, please call or sign in to your TherapyPortal® to reschedule your session for after your symptoms have subsided. If you are eligible, you may have the option to conduct your session via Telehealth.

PRIVACY

To maintain privacy, only clients with a scheduled appointment may enter the suite. Those providing transportation or accompanying clients, must wait in their vehicles or return to pick up the client at the end of their session.

CHECK-IN

Please be sure to check in when you arrive. If for any reason the administrative coordinator is not available, please have a seat, your counselor will come out to greet you and check you in at your scheduled appointment time.

PAYMENTS

Payment for services is required at check-in. We accept cash, all major credit cards (Visa, Mastercard, Discover, American Express), and HSA/FSA Debit Cards and can process Mobile/Tap & Pay payments. We do not accept personal checks. All card transactions are processed securely via Square or TherapyNotes. You will have the option to receive your receipt via email or text message. Paper receipts are currently unavailable.

NO SMOKING POLICY

No smoking of any type (cigarettes, e-cigs, vaping) is permitted in the office building. Smoking is also prohibited in front of entryways to the building.

CHILDREN

To maintain a tranquil environment for our adult clients, please arrange for the childcare of any children.

FOOD & DRINKS

To maintain a clean and comfortable office, please refrain from eating or drinking in the office.

If you have any questions or believe that you cannot comply with any of the listed office policies, please notify us immediately.