



Office Policies/Procedures

The following information is shared to inform you of the policies of Foothills Counseling and Wellness Center. Please reach out with any questions or concerns before signing below.

Appointments: We reserve time specifically for you. Please let your counselor know at least 24 hours in advance if you won't be able to keep your appointment. You will be charged for the session via the payment information you allow us to keep on file if you don't provide notice 24 hours in advance.

Fees: All fees are due at the time of the session by cash, credit card, HSA, Venmo or PayPal unless other arrangements have been agreed to in advance. You are responsible for understanding your insurance coverage and HSA usage. We may offer a reduced fee rate (sliding scale) for special circumstances discussed and agreed upon prior to your first session.

Communication: We welcome communication via phone, text or email at the number(s) and email address(es) provided to you by your counselor. Please be aware, though, that email and text may not be a secure form of communication. We will return your call, text, or email within 24-48 hours unless an emergency occurs.

We are not able to answer phone calls, texts, or email immediately. If an emergency occurs and you are not able to reach your counselor or another counselor at Foothills Counseling and Wellness Center, please call the Helen Ross McNabb Mobile Crisis Unit (865) 539-2409, 911, or go to the nearest emergency room.

Confidentiality: We not only value your privacy and hope to build a therapeutic relationship based on trust, but we are bound by laws and ethical mandates to ensure that what you share remains confidential. Please review the Notice of Privacy Practices provided to you by your counselor. You understand that there are exceptions (e.g., child and elder abuse, imminent risk of harm) and that we may use your protected health information to provide treatment, bill and receive payments, and conduct healthcare operations. Disclosure of confidential information may be required by your health insurance carrier in order to process claims. In such cases, your counselor will communicate only the minimum necessary information to the carrier. Foothills Counseling and Wellness Center has no control or knowledge over what insurance companies do with the information that is submitted or who has access to your information.

Informed Consent: Engaging in a therapeutic relationship does not guarantee improvement in symptoms or guarantee that your goals will be fully met. We will work, though, to address your individual needs and we ask that you remain an active participant in tailoring your treatment plan.

By signing below, you acknowledge that you have read, understood, and agree to the information above.

Signature: _____ Date: _____