

Welcome to Christian Heart Counseling  
651-439-2059 (all offices)  
[www.christianheartcounseling.com](http://www.christianheartcounseling.com)

We want to welcome you to our clinic. We pray God's blessing on your time with us and for wisdom for your therapist.

**Questions:** If you ever need answers to anything about our clinic, just ask your therapist. He/She will either know the answer or direct you to the person who does.

**Appointment Changes:** Call our 651-439-2059 for all offices and listen for your therapist's extension. Our therapists keep their own schedules. You can also e-mail schedule requests to your individual therapist.  
E-mails are on their cards and our website: [christianheartcounseling.com](http://christianheartcounseling.com)

**Billing Questions:** Ask your therapist. They have complete access to your insurance and billing records. They will direct you to our business office 651-439-2059, ext 715, if necessary.

**Insurance Changes:** Give a copy of your new insurance card to your therapist. They will handle the rest.

**Cancellation Policy:** We have a 48 business hour cancellation policy. We hold times in our schedules just for you. If you need to cancel for any reason with less than 48 business hours there will be a charge of \$100. We will gladly waive the fee if the opening created by your cancellation is filled. You authorize your credit card to be charged for any late cancellation fee, returned checks or unpaid insurance. We will routinely charge your credit card for unpaid co-pays and insurance. We do not routinely send statements

**Concerns About Therapy Progress:** Therapy can be like a meandering stream. You float slowly towards the goal and one day, unexpectedly, you are in white water. If you have any concerns about your progress, please talk openly with your therapist. They want your feedback.

**My Therapist is not the right fit:** This happens and while uncomfortable, it is a fact of life. Please discuss this with your therapist, call the new client line (ext 1) or fill out the feedback form on our website. We'll assist you and connect you with a new therapist if possible.

**I have a complaint about my therapist:** As always, its best to speak with your therapist first, but please call our new client line or fill out the comment form on our website. We will take your comments seriously and get back to you.

**Suggestions:** We welcome any suggestions to improve our services. Please fill out the comment form on our

website: [christianheartcounseling.com](http://christianheartcounseling.com)

Facebook and Twitter: We're into social media too. Please Like us on Facebook and follow us on Twitter.

Links to both are on our website: [christianheartcounseling.com](http://christianheartcounseling.com)

Referrals: We'd be honored to have your refer our services to a friend or mention our clinic to your church.

Thanks

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