

Centers for Family Change client fact sheet:

Insuring a Good Fit Between You and Your Therapist

In your initial visit(s) you and your therapist will discuss your goals for therapy. You will also use this time to make sure you and your therapist are well matched. If you or your therapist conclude that you are not well matched you may request a new therapist or your therapist may decline to continue treatment with you and offer you referrals. While Centers for Family Change therapists have a broad range of experience and expertise there are problems that fall outside our expertise. Our goal is to help you find a therapist who is a good fit for you. If at any point during therapy you feel that your therapist may not be a good fit for you please raise this with your therapist. Your therapist will do the same.

Information about the length of your therapy session:

- **Insurance companies often reimburse therapists at different rates depending on the length of the session (45 vs. 55 minutes). Please check with your therapist to clarify the length of your session.***
- Please be sure to bring up important issues at the start of your session.
- If you feel the need for more time check with your therapist about the option of scheduling additional sessions (not all insurances will allow this).

Payment issues

- **Payment at the Time of Service is expected!** Please pay what you owe (co-pays, co-insurances and deductibles) at each session.
- **You will be charged our full fee of \$150.00 for sessions canceled without a full 24 hour notice!**
- *We reserve the right to stop your therapy if you fail to pay for 3 consecutive visits; we will not resume your therapy until you have paid your bill in full.*

Centers for Family Change Therapists Communication Policies

- **The only way** to reach Centers for Family Change therapists is through our voice mail system. Our number for all our offices is **630 586-0900**.
- We are not responsible for communication problems which occur if your voice mail is not set up or is full, or if our Voice Mail system malfunctions.
- **We do not use text messaging or email** to communicate with current or former clients, or family members of clients (email & text messages are not confidential).
- We do not respond to messages through Facebook, Linked in or similar sites.

**The fee for a 55 minute session will often be higher. Please check with your therapist about this.*