



## Appointment Policy

We here at **Transformation Christian Counseling** work hard to meet and exceed the expectations of all of our clients and, as always, are dedicated to providing you with the best care and service possible.

Time is specifically reserved for you on our schedule. When sufficient notice is not given to cancel or change an appointment time, it does not give us enough time to contact another client who could come for counseling during your assigned time.

Because of the great need for our services and extensive waiting list, we have revised our Appointment Policy as follows:

**No Shows:** If a client “No Shows” at any time during their assigned 12-session consecutive counseling period, TCC will consider that time slot open and available to be filled with another client the next day. The client will be considered “Discharged” from TCC at this time (meaning the counseling period has ended). A “No-Show” is defined as missing a scheduled counseling appointment with NO PRIOR notification to the counselor.

**Missing a Session:** If a client misses *one* session *with* PRIOR notification of a *true emergency* to their counselor, counseling will continue with the missed session counting as one of the 12 sessions. If a client misses a second session, even with prior notification to their counselor, that time slot will be considered open and available to be filled the next day, and the client will be considered “Discharged” from TCC at this time (meaning the counseling period has ended).

**Note:** If a “Discharged” client wishes to continue counseling, they may reimburse TCC for the cost of their missed session(s), and resume counseling as soon as their counselor has an opening. The reimbursement must be received by TCC before counseling will be reinstated. The cost of a missed session is \$40.00.

I have read and fully understand **Transformation Christian Counseling’s** Appointment Policy.

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Client Signature

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Date