

# CENTER INFORMATION

## CareNet Counseling, Inc.

North Carolina Baptist Hospital  
Medical Center Boulevard

Winston-Salem, North Carolina, 27157-1097  
Telephone: (336) 716-0800

### ***PURPOSE***

You have come to CareNet Counseling for help with some personal concerns. We appreciate the trust you place in us and pledge to cooperatively work with you. During the course of your relationship with us, questions may arise about CareNet Counseling and our work. Please feel free to discuss any questions or concerns with your counselor. The information below will help you know more about CareNet Counseling and its functioning.

### ***PERSONNEL***

CareNet Counseling is staffed by counselors and professional consultants of the Division of Pastoral Care. All of our staff provides counseling in accordance with NC state laws pertaining to licensure of counselors and therapists. In addition, staff are credentialed by their respective professional organizations and are clinically supervised.

### ***CONFIDENTIALITY***

Your counseling, including your records, is treated with the strictest confidentiality. The only exceptions to this are (1) when matters of harm to yourself or others become known to the counselor, and (2) matters of professional consultation or supervision by your counselor on behalf of your treatment, (3) when records or your counselor are subpoenaed through the legal system. (4) Review by your insurance company. (5) Review by an accrediting agency. We abide strictly by HIPAA regulations to protect your confidentiality. Any other information will be shared only with your signed consent. Please feel free to discuss these important matters with your counselor.

### ***FEES***

Our services are primarily supported by client fees. Your counselor will inform you of the current cost per 40-50 minute individual, couple, or group session (1-1/2 hr.). We realize that in some cases persons are unable to pay the full fee and no one will be denied initial consultation because of an inability to pay. There are some subsidy funds for these circumstances, although these funds are limited. If you are unable to pay the full fee, you and your counselor can determine together a fee appropriate to your circumstances, or the number of sessions might be limited.

It is expected that fees will be paid at the time of your appointment. All applicable deductibles and co-pays are due at the time of the appointment. Checks should be made payable to **Baptist Hospital CareNet - Winston-Salem**. We also accept Visa or MasterCard.

**Please note: Fees will be charged for missed appointments which are not canceled 24 hours in advance. Monday appointments need to be canceled no later than the Friday (noon) before. Charges for missed appointments canceled with less than 24 hour notice must be paid prior to scheduling future sessions.**

**NSF Check Charge:** Our office will charge a \$25.00 fee for any checks returned as NSF. You will be contacted by your counselor to remit funds to pay for the NSF check + the \$25.00 fee.

(over)

## ***INSURANCE***

If you plan to use insurance in payment for your counseling, please provide insurance information to the business or intake office prior to your first visit. If insurance coverage is not verified prior to the first visit, you will be asked to pay the full charge of the visit. Since many insurance companies require pre-authorization for services before they are provided, you may be asked to communicate with your insurance company. The business office will assist you in this process. Should insurance decline to pay for your counseling, you will be responsible for any charges incurred. Insurance charges not paid within 60 days will become the responsibility of the client.

We do not file insurance for marital visits.

## ***ACCOUNT INFORMATION***

Questions or concerns about accounts (billing and insurance) may be directed to your counselor or our Account Representative, (336) 716-0856.

## ***APPOINTMENTS***

Return appointments are decided upon by you and your counselor. Appointments usually last 45-50 minutes. If circumstances prevent you from meeting an appointment, please call us so that the time may be given to someone else. (Please call the number given to you by your counselor.)

Appointments may be changed or canceled without payment of fee only if a 24-hour notice is given.

## ***AFTER HOURS EMERGENCIES***

If you have an emergency **after our regular center hours** and you are a current client of CareNet Counseling, please call 911 or go to the emergency room of the NC Baptist Hospital or your closest hospital.

## ***EVALUATION AND REFERRAL***

After assessing your personal concerns, we will evaluate your needs and whether we are the best resource for help. We will make referrals to other professionals or agencies when this is indicated.

## ***PARKING***

Parking spaces are available for CareNet Counseling clients in the parking lot adjacent to/behind the office. Enter the lot from Queen Street.

## ***NO SMOKING IN THE COUNSELING CENTER***

The Medical Center has a "No Smoking" policy in all Medical Center buildings. Thank you for helping us comply with this regulation.

**I AGREE TO THESE TERMS FOR TREATMENT.**

(Signature) \_\_\_\_\_

(Date) \_\_\_\_\_