



Client Essential Information Form

- ** Your sessions will end 50 minutes from the top of the hour. Next appointments are normally made in the therapist office at this time.
- ** You will be contacted (by survey) 3-4 weeks after your first appointment to make sure that you are getting service with a therapist who is effective for you. You can request a conversation earlier or at any time during the course of your treatment. Call the Client Care department.
- ** If you late cancel (less than 24-48 hours) you will be charged \$50. We will make one exception per year to allow for emergencies. Your one free late cancel starts over every January.
- ** If you need to cancel an appointment outside of office hours, please call 217-398-9066 and leave a confidential voice mail that includes your name, your therapist; why you're canceling and a good phone number to reach you to reschedule.
- ** If you no-show you will be charged \$50. No exceptions.
- ** We are estimating what your insurance pays by calling them and checking your benefits. It is always advisable for you to check directly with your own insurance company because you will be responsible for any charges that they do not cover.
- ** Payment is expected at time of service.
- ** Any time your insurance coverage changes, please contact our business office.
- ** If your insurance or financial situation changes and you still desire therapy but can't afford it, please ask to talk to the Business Manager.
- ** Bathrooms are at the end of each hall. Unisex on the west. Women's on the east.
- ** We ask that parents/guardians of children 16 and under to remain in the building during their child's appointment. Children under 12 cannot be left alone in the waiting room.
- ** WIFI is available in our waiting room. The password to use is "309Clark"
- ** It is not our policy for our therapists to return client phone calls or answer email, so please do not rely on this method of communication and expect a reply. We are not a crisis center and so they are not available outside of appointments. You can call to request an earlier appointment with your therapist or a "first available" therapist; or call the Crisis line at 217-359-4141 or call 911.
- ** We follow legal protocol with regard to service animals. Non-service animals will not be permitted due to concerns about other client's potential anxiety regarding animals.



I have received, read and understand the "Essential Client Information" form

Client Name Printed (guardian's name if client is under 12)

Client Signature (guardian's if client is under 12)

Date

Therapist Signature

Date