



# NEW CLIENT INFORMATION

*Please remember:*

**1. To arrive to your appointment on time.**

*\*You do not have to check in, just have a seat in the waiting area.*

*\*Your therapist will come and get you from the waiting area when your appointment starts.*

*\*Please do not go into the therapist's office earlier than your appointment, even if you see their door open.*

**2. Your appointment will end on time.** *The next person must start their appointment on time too!*

**3. Your insurance probably pays for 2 sessions per week.** *Please talk to your therapist if you want to increase your number of sessions or decrease your number of sessions per week.*

**4. If you can't make appointments, tell your therapist, so he/she can take you out of the calendar.** *Please inform your therapist in advance, so that we may provide that time slot to someone who is in need of the slot.*

Please note the cancellation policy that you signed:

You must give your therapist 24 hour notice if you will not be at your appointment.

You may be charged a \$35 fee for late cancellations.

**5. If your therapist works in Building 1318, Suite 1, it is important that you remember to NOT park in the first 5 parking spaces in the front of the building, until after 5pm, MONDAY- FRIDAY.** *These spaces belong to the Landlord of that building, who has reserved those spaces for his visitors.*

**6. Once scheduled in your Therapist's calendar, you should receive a courtesy reminder text 24 hours before your appointment.** *Please do not let this be your only method of remembering your appointment.*

**7. The first time you are scheduled with your therapist, you will receive their appointment card, which has the contact info of your therapist.** *We suggest you save the info in your phone, so you will have easy access.*

**8. You can contact your therapist via text.** *Most Independently Contracted therapists prefer text. This is only for appointment scheduling issues. This is not for therapy or interventions.*

**9. If you need to see your therapist right away, text them to see if they have an opening the same day.** *It is possible that your therapist had a cancellation that day and has an opening to see you. (Thanks to someone else who let them know in advance that they needed to cancel!)*

**10. Please feel free to refer your friends and relatives to CCS.**

They can call the main number at CCS: 910-485-6336 and we will be happy to discuss how we can help them!

**If you are having an Emergency, go immediately to the nearest Emergency Room!**

*From all of us at CCS:*

**Thank you for allowing us the opportunity to serve you!**