



Novell & Novell Counseling Services

A Marriage and Family Therapy Professional Corporation

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Patient Information Letter

Welcome to Novell & Novell Counseling Services.

We are happy to have you as a client. We believe that all our clients deserve to receive the highest standard of care. When our clients visit our office, they can expect to be treated with respect, warmth and understanding, even before they sit down with their therapists. Our goal is to provide excellent services offered by therapists who keep themselves current on new information, and constantly work to improve their skills and knowledge base.

SERVICES PROVIDED - Over the years, we have developed a group of skilled professionals who can provide help for a wide variety of problems through the services and specialties including, but not limited to: Individual Therapy, Couples Therapy, Family Therapy, Play Therapy, Attachment Therapy, EMDR, Group Therapy, Teen Sexual Offenders, Co-parenting, Parent-Child Reunification/Relationship Repair and much more.

WEBSITE - You can visit our website at www.novellcounseling.org. Our website has biographies available for all of our current clinicians. We offer blogs, resources, and have a calendar available providing information regarding our upcoming events. It also gives our clients an alternative method to completing and sending forms. You can also request, cancel or reschedule appointments with your therapist. Our website also provides a secure way for you to provide insurance changes and provide new client information.
<http://novellcounseling.org/contactus/>

COPAY/DEDUCTIBLE - A co-payment is the portion of your visit that your insurance company requires you pay. This amount is not determined by Novell & Novell Counseling Services, but by your insurance company and varies based on the plan you select. A deductible is the amount

your insurance requires you pay out of pocket for all medical/mental health services prior to your insurance covering a portion of your services. All co-payments and deductible amounts are due at the time of service, we accept Cash, Visa, MasterCard, Discover and Money Orders. We do not accept personal checks. Please reference our General Client Information Form or ask a Staff member if you have additional questions.

APPOINTMENTS - We recommend you schedule your follow up appointment before you leave the office. Otherwise, you can schedule by visiting our website or by calling our office at 951-694-0695. **We schedule all of our therapists a month in advance (i.e. On March 1st the schedule for April opens, On April 1st the schedule for May opens, on May 1st the schedule for June opens etc.)**

How often should you be seen?

This is determined by you and your therapist. We ask that you check periodically with your therapist to ensure your scheduling as often as recommended. We do offer a waiting list if your therapist doesn't happen to have available appointments that work for your recommended frequency and/or availability, please see a staff member to be added to this list.

In order to avoid a missed appointment or late cancellation fee of \$50, please, call our office 24 hours prior to your appointment time if you are unable to keep your appointment. Additionally, you may also **CANCEL** by visiting our website.

We reserve the right to discharge patients who have 3 or more NO SHOWS/LATE CANCELLATIONS (i.e. appointment not cancelled within 24 hours) in a 3 month period.