



Jean Schwab, LCSW

OFFICE POLICIES

Phone and Email

Jean Schwab, LCSW, may be contacted by phone or email. However, email is not a confidential form of communication and is best used for scheduling purposes. During normal work hours, M-F and 8-5, voicemail and email will be returned within 24-48 hours.

When Jean Schwab, LCSW, is unavailable due to personal leave or vacation, all active clients will be notified and voicemail will indicate when to expect a return call.

After Hours and Emergencies

Because this therapy practice does not offer 24-hour coverage of phone lines, please call 911 or go to the nearest emergency room in the case of an emergency.

Return phone calls can be expected within 24-48 hours, even in the case of an emergency, and email is not a reliable way of communicating need for emergency services.

Cancellations

OK, things happen, unexpected things that make keeping your appointment impossible. They may even happen for your therapist, but cancellations should be the exception, not the rule and with that in mind, please read the following statement.

A full session fee is charged for missed appointments or cancellations with less than a 24-hour notice unless it is due to illness or an emergency. A bill will be mailed directly to all clients who do not show up for, or cancel an appointment. *

Payment Agreement

Payment for services provided is the responsibility of the client and due at the end of each session unless otherwise established with Jean Schwab, LCSW. You are encouraged to contact your health insurance company directly to determine behavioral health coverage information.

If you elect to submit your bill to your insurance for services rendered, a mental health diagnosis and corresponding code will be assigned to justify payment. This diagnosis may be discussed at your request. A diagnosis does not define who a person is. It is a description of a group of behaviors and symptoms but it does not explain how they came to be. It is a form of language used by clinicians and does not determine an individual's worth.

Client Signature (Client's Parent/Guardian if under 18)

Date

*Freebie Clause #216a (ask Jean)



Jean Schwab, LCSW