

Client – PCEC Policy Acknowledgement Form

Pastoral Counseling and Education Center
4525 Lemmon Avenue, Suite 200, Dallas, TX 75219
phone: 214/526-4525 fax: 214/520-6468

Welcome to the counseling and psychotherapeutic services of the Pastoral Counseling and Education Center. We have served the North Texas area since 1968 and are glad that you have chosen us to work with you.

Your relationship with the Counseling Center is important and confidential. Information cannot be released regarding your counseling without your written permission unless disclosure is required by state law. Some examples are: 1) suspected child or elder abuse; 2) for third party payments such as insurance; 3) if you are involved in a legal case, your therapist or the Center may be required by law to release your records to attorneys or judges; 4) if you are dangerously close to harming yourself or others your counselor may notify medical or law enforcement personnel.

To provide the best possible care, your counselor's work is open to the scrutiny of professional supervision, peer review, and the accreditation standards of the American Association of Pastoral Counselors and the Samaritan Institute. The Center follows state and federal laws regarding the electronic transmission of records.

Sessions are generally scheduled for 45 - 50 minutes. The appointment you schedule is reserved for you. You will be billed for missed appointments and cancellations of less than 24 hours notice. Unforeseen emergency situations may be taken into account.

Fees are discussed during your first session. We ask you to pay at the time service is rendered. This enables us to remain fiscally sound, and therefore provide consistent quality service. Insurance issues can also be discussed with your counselor or with our insurance coordinator. You are responsible for the balance due if your insurance does not pay for our services. If you have difficulties with your insurance company, you can file a complaint with the Texas Department of Insurance (800-252-3439 or at www.tdi.state.tx.us).

If you have concerns or problems with your counseling relationship or if you have questions about the Center policies we hope that you will talk directly with your counselor. You may also talk with the Center's Executive Director. The consumer complaint hot line for most Texas licensed/certified counseling professionals is 1-800-942-5540.

The Center has a centralized phone system. You may go directly to the voice mail system by dialing 214-526-4753, and then follow the directions for your counselor's extension. The Center also has an answering service for emergencies. Call the Center's main number (214-526-4525 or 800-340-7557) and the front desk or answering service will assist you.

Your initials here indicate you have received a copy of the Pastoral Counseling and Education Center's Notice of Privacy Policies _____

Your signature here indicates you have read, understand and accept the above policies. Thank you.

Print name _____ Fee _____

Client Signature, Parent / Guardian _____ Date _____

Counselor signature _____