

Marty I. Glass, M.Ed.
Licensed Professional Counselor
Concorde on the Creek
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Policies and Contract for Services

Appointment Scheduling

- Please make appointments and confirm or cancel them directly with Marty Glass. For your convenience, the office number, 972-458-8333 is answered 24 hours per day and contact can also be made via direct voice mail at 972-407-6822. Emergency instructions are provided.
- Scheduled appointments are for 50 minutes. Additional time is spent by your therapist preparing, recording and reviewing your sessions.
- Appointment "no shows" and appointments canceled without a minimum of 24 hours notice must be paid for in the full amount of the regular hourly appointment rate as this time will be unavailable for use by others who may not be able to be reached on short notice.
- Please remember that insurance companies will not reimburse for "no show" appointments when evaluating scheduling alternatives.

Payments/Collections

- Cash, check, Visa, and Mastercard are accepted. Please make checks payable to Marty Glass, LPC.
- Payment is due at the time service is rendered. At time of payment, a billing receipt will be issued if requested which will encompass all information needed for insurance filing and reimbursement, when applicable, including diagnosis.
- Health insurance coverage today varies greatly and, accordingly, no assurance of coverage can be given except through your coverage provider or their representative. Please explore coverage availability at your earliest opportunity. Therapist assistance and/or explanation when asked for or required by coverage provider are available.

Confidentiality

- The information provided by you to Marty Glass or any of his staff is considered confidential. Your confidentiality is protected by law except under the following conditions:
 1. When there is probability of imminent physical injury by the patient to self or others.
 2. When waived in writing by the patient/guardian, or
 3. When subpoenaed by a judge in court proceedings.

Counseling Process

- Counseling is a highly personalized process which offers the opportunity for problem resolution, personal growth, and/or an increased sense of power and responsibility in dealing with life challenges. The process often includes identifying and setting goals, becoming more aware of self-defeating behaviors, and/or discovering areas or issues of life wherein changes in attitude or behavior may bring about increased satisfaction, coping skills, or happiness. Results from the counseling process vary by individual and the decision to enter counseling should not be made based on an expectation of guaranteed life change or improved quality of life.

Contract for Services

I have read and understand the above information and agree with its terms.

Signature of Patient or Responsible party

Date: _____