



JEWISH FAMILY SERVICES OF GREENWICH CLIENT INFORMATION

Welcome to Jewish Family Services of Greenwich (JFS). We want to inform you about a few important policies related to the services that you will be receiving. **Please read this document and sign it at the end.**

Confidentiality:

Please see a copy of our Notice of Privacy Practices for further information.

Fees

JFS is a private, non-profit agency. Our desire is to serve all clients, regardless of their financial situation. We accept most major insurance plans. Clients are responsible for all insurance copays at the time of service. Any other fees are based on the ability to pay and are set according to a scale that is based on monthly income and the number of persons in a household. **Fees are payable to JFS at the time of each session.**

Cancellations:

Your counseling appointment is a valuable hour. We find that counseling works best when appointments are on a regular, consistent basis. Our counselor will make every attempt to accommodate your needs and it is expected that you will keep all your scheduled appointments.

Cancellations should only be in genuine emergencies. If you determine that you are unable to keep your appointment, please call to reschedule as soon as you can, but at least 24 hours in advance. Failure to cancel an appointment at least 24 hours in advance will result in a \$75 cancellation fee charged to your account. **Insurance does not cover cancelled appointments.**

How JFS Invoices:

Please be expected to pay JFS in full at each appointment. We accept cash, checks or any major credit card. In the event there is a discrepancy in billing, JFS will send you an invoice and/or credit to your account.

General Information

All clients at JFS are voluntary. You have the right to refuse or terminate services at any time. You are responsible for keeping appointments, paying fees when due, providing us with relevant information, and working toward goals that you and your counselor will establish. The agency believes that it is important to keep its relationship with its clients as open as possible; therefore feel free to raise questions with your staff counselor about any of our policies and procedures. If an issue or problem cannot be resolved directly with your counselor, your counselor will provide you with a copy of the agency's grievance policy and procedure.

I have read and understand the agency policies regarding confidentiality, cancellations and fees.

Print Client Name

Client's Signature

Date