



THE ANXIETY & AGORAPHOBIA TREATMENT CENTER

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Welcome to the Anxiety & Agoraphobia Treatment Center

It will be helpful for you to read the following information before you begin treatment. If you have any additional questions, please feel free to ask us.

Staff: We welcome the opportunity to help you and want you to benefit from your time spent here. Our practice administrator, Joanne Kling, is here to help you. Please do not hesitate to contact her if you have any questions. Also, our directors, Dr. Linda Welsh and Dr. Gerald O'Brien, are always available to speak to you if you have any clinical concerns.

Scheduling Appointments: After your initial evaluation, a therapist chosen to best serve your needs will be assigned to you. Your therapist will contact you within a few days to schedule an appointment. Upon arrival, for daytime appointments, please check in with our receptionist so that she can alert your therapist. In the evening, your therapist will meet you in the waiting room. If you find the front door locked after 8:00 P.M., ring the bell and someone will let you in.

Canceling Appointments: Should you find it necessary to cancel an appointment, please give your therapist at least 24 hours notice prior to your scheduled appointment time. Because your therapist has saved that time for you, you will be charged for the session if less notice is given. Each therapist has voicemail so that you can leave your cancellation message any time.

Payment: Payment is due at the time of each visit, including phone session appointments, via cash, check or credit card (we do not accept American Express). The standard length of a psychotherapy session is 45-50 minutes. If additional time is needed, an additional charge may be incurred. Additional charges may also be incurred for time outside of a session spent on phone calls over 10 minutes, case management, conversations with other professionals, written reports and letters. Charges are prorated based on the hourly rate. Your therapist will inform you of these charges prior to them being incurred. If finances become a concern, please feel free to discuss your situation with your therapist.

Insurance: Please note we are an out-of-network provider for insurance. We will assist you as much as possible with insurance reimbursement. However, please note that your insurance company makes all final decisions regarding eligibility when they process your claim. If you have any concerns about coverage, you should contact your insurance company directly. Should you schedule a phone appointment, please note phone sessions are not reimbursed by insurance.

Confidentiality: Please be assured that any information you share with us will be kept strictly confidential within the limits set by law. All requests for release of information must be in writing. We have forms available for this purpose. For further information about confidentiality, please refer to our Privacy Notice Form.

Emergency Procedures: Please note that we do not provide 24-hour crisis services. In the event of an emergency, call 911 or go to the nearest emergency room.

Signature

Date