



Joyful Hearts Counseling

December, 2020

To all Joyful Hearts Counseling clients and families,

I hope that this letter finds you healthy and happy! I have a few policy updates that I would like to take the time to explain to you.

1. Beginning December 2020 I will now require a 48 hour notice if you need to cancel or change your appointment without inquiring a cost. I will still continue to provide appointment reminders the day before your appointment as a courtesy.
2. I will continue to offer Square and Paypal as payment options. Square has raised their fees slightly (from **2.5%** + \$0.10 to **2.6%** + \$0.10), and so this new fee will be added to every Square transaction moving forward. Paypal continues with the same fee of 2.9% + \$0.30, which I will continue to add to transactions completed through Paypal.
3. Please note that if any excessive re-billing is needed due to lack of information regarding insurance changes (especially over the new year), an extra charge of up to \$25 will be added to your bill.
4. For those parents/guardians bringing their child to a therapy appointment in person, I ask that at least one parent/guardian remain on the premises of the office building throughout the duration of the appointment. Due to liability and safety reasons I find that it is important to have a parent available at all times during the counseling session.
5. Please make arrangements to have at least one parent/guardian available for a brief check-in both before and after a telehealth session for your children ages 12 and under (although not necessary for older children, it is encouraged). I would like to review what has been going on in your child's life as well as discuss any important parts of our session (much like we would for an appointment held in the office).

Thank you for continuing to allow me the opportunity to walk with you through your journey and much gratitude for your flexibility in this ever-changing world that we are living in!

Joyfully,

Leslie Pechkurow

Joyful Hearts Counseling
2345 S. Alma School Rd. #110
Mesa, AZ 85210

(480)-420-8426
Leslie@joyfulheartscounseling.com
www.joyfulheartscounseling.com



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Acknowledgement Page

I acknowledge that I have read and agree to the December 2020 Policy Updates to Joyful Hearts Counseling.

Client signature	Date	Name printed
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Parent/guardian signature	Date	Parent/guardian name printed
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Parent/guardian signature	Date	Parent/guardian name printed
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