



The Northwest Catholic Counseling Center
8383 NE Sandy Blvd, Suite 205
Portland, OR 97220
503-253-0964
www.nwcounseling.org

Welcome to The Northwest Catholic Counseling Center. Our staff is committed to providing professional counseling to you in an environment that will nurture change and growth. The following information will clarify certain policies and provide answers to questions you may have.

Office Hours:

Counseling services are scheduled by appointment, Monday through Friday by calling 503-253-0964. Evening appointments are available.

Confidentiality:

Counseling sessions are strictly confidential. All records, as well as any information discussed during your sessions, are confidential. Information may be released with your signed permission. There are exceptions to the laws of confidentiality. These exceptions are stated on a separate form. Your signature on this form indicates you understand and agree to those exceptions.

Out of respect for your confidentiality our staff does not accept “friends” or contact requests from current or former clients on any social networking sites.

Fees:

Your fee for counseling will be determined before your first session. This fee will be based upon your income and number of dependents and may be renegotiated if your financial situation changes. The Northwest Catholic Counseling Center is a non-profit organization. Fees are our main source of income. We receive no significant support from any church, organization or foundation. We are able to provide a sliding fee scale for those in need because of the ongoing generosity of friends and former clients. Therefore, payment is due at the time of service. If you choose to use your insurance, we will bill it for you as a courtesy. You are responsible for any pre-authorization and for informing us of any changes in your insurance. You are responsible for any deductibles.

There is a \$20.00 charge for all returned checks. There is a \$45.00 charge for missed appointments unless the therapist receives notice of cancellation 24 hours in advance of the appointment time. In case of an after-hours emergency, you may leave a message on our recorder. The number is 503-253-0964.

Professional Credentials:

The Northwest Catholic Counseling Center has master level therapists with clinical experience. All therapists routinely review their clinical work in supervision. Our

consulting psychologist regularly reviews treatment plans and consults with therapists. A psychiatric mental health nurse practitioner is also available for medications.

Counseling Process:

The counseling process takes into account the emotional, physical and spiritual dimensions of each individual.

Counseling sessions are normally 50 minutes in length unless otherwise arranged. During the initial session, you and your therapist will discuss the concerns that brought you here. Together, goals and treatment methods will be explored and a plan agreed upon. As goals and treatment plans develop, the therapist will assist you in trying to foresee the consequences of your choices. But whatever your choice, it will be your decision. Counseling can be a difficult, yet growth-filled experience. It will help you learn what you can do now about the situations or feelings disrupting your life.

You can expedite treatment by providing information about yourself and your relationships. We can assist you best when we understand you and your world of experiences.

To help you achieve your goals, your therapist may suggest individual, couple, or family counseling. Play therapy may be the treatment of choice for some children. Since the counseling process is based on a cooperative relationship, please raise any questions or uncertainties you have about counseling, such as the focus of treatment, what is expected of you, what you can expect from your therapist, treatment methods, and how treatment ends.

If another agency or resource is more appropriate, we will assist you in accessing those resources.

Complaint Process:

It is your right to ask your therapist any questions you have regarding treatment, as well as any policies of the Center. If problems develop with your therapist and attempts to resolve them are unsuccessful, you can request a treatment review by your therapist's supervisor. Your treatment records will be reviewed and discussed with the therapist, followed by a joint meeting with you. You may also file a grievance form. All complaints are confidential.

It is our hope that this information is helpful. If you have additional questions, please don't hesitate to discuss them with your therapist.