

Jason Stern, LCSW
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Dear Valued Client,

Your decision to begin therapy has the potential to have a significant impact upon your life. I envision this process as one that is based on a collaborative effort and mutual respect. In order to ensure that you receive the maximum benefit from our joint work, I request the following:

1. That you arrive on time for your appointments
2. Let me know if anything about the therapeutic process, or anything I might say, does not seem right or offends you. Your feedback is one of the ways that I get to know what is helpful and not helpful to you
3. Make your therapy sessions a priority in your life. Consistency and follow through are as important in therapy as in anything else at which you want to succeed.
4. Please take cancellations very seriously as this is how I make my living. I hold your appointment time for you and do not double book clients (as many doctors do) in case you do not show up. I understand that emergencies do occur and maintain a flexible approach in such instances. These do not include forgetting, conflicts with other appointments, or last minute changes in your work schedule- all of which I expect you to pay for a missed appointment. If you are able to give me 4 days notice of a need to change an appointment for something that is truly important, I am most often able to fill your scheduled time and do not charge in those cases. This allows me to offer you an alternative time during the week that is mutually convenient so that your therapy is not interrupted
5. Pay your fee weekly and provide any necessary insurance information forms when you begin therapy

Please understand that I have a limited number of hours a week that I devote to work so that I have time for a balanced life and that most counseling is done in the late afternoon and evening hours after people work which limits the number of available hours during the week. I do leave space in my schedule for emergencies and changes, but due to my busy schedule, options can be limited. The nature of therapy does not allow me to take an unlimited number of clients since most people need to be seen weekly and their times need to be reserved because of their own individual schedules.

On my part, I will:

1. Protect your confidentiality except for the reasons that we will discuss in our first session
2. Provide you with timely and honest feedback and direction
3. Offer information and suggestions for exercises and reading which you can do at home to accelerate your progress
4. Be on time for your appointments
5. Give you ample notice of times when will need to cancel session
6. File any necessary paperwork or provide you with receipts for your insurance or tax purposes
7. Respond within 24 hours to your calls unless I am on vacation
8. Speak with you on the phone in between sessions if important issues arise that need attention or schedule an emergency session if the problem cannot be resolved with a brief phone call
9. Be fair and flexible with respect to my cancellation policy and always be willing to discuss changes or emergencies which arise during the course of our work together.

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