

Community Counseling Services

51 Market St., Bangor ▪ 1708 Washington Boulevard Suite 102, Easton PH 610-588-9109

Welcome to Community Counseling Services. Our office hours at the Bangor location are 9:00 am to 6:00 pm Monday-Thursday and 9:00 am to 5:00 pm on Friday. The office is closed on weekends, all legal holidays, and as indicated on our voicemail. Office hours at our Easton location are by appointment only. Many of our therapists do schedule appointments after regular business hours. Please work with them as needed to identify appointment dates/times that are convenient for both of you. For new intake appointments & medication management scheduling, billing questions, medication concerns and all other inquiries, please call the Bangor office at 610-588-9109 (FAX: 610-588-5016).

In the event of a mental health emergency, go directly to the Emergency Room or call County Crisis (Northampton: 610-252-9060; Carbon, Monroe & Pike: 1-800-338-6467).

▪**Appointments:** We recognize that your time is very valuable. Please be aware that we do our best to honor your scheduled appointment time. At times, however, we do run late due to circumstances beyond our control. Please excuse the inconvenience. We ask that you provide us with a minimum of 24 hours notice, if you will be unable to keep a scheduled appointment. A \$20.00 fee may be charged for missed appointments.

▪**Discharge:** Consistent no-shows, cancellations, non-compliance, or 60 days of case inactivity will result in discharge from our services. If you wish to return for services, contact the Intake Coordinator directly.

Please note that NOT all therapeutic/psychiatric needs can be handled at CCS. We may determine that it is in your best interest to seek services in a different professional setting. Please be aware that the use/abuse of drugs/alcohol will result in discharge from services and referral to the appropriate treatment setting. We respectfully request that you follow the recommendations for treatment given to you, and be assured that we will be happy to assist you in making this transition.

▪**Payments & Account Balances:** Full payment is expected at the time of your visit, unless previous arrangements have been made with the approval of the Administrator. Copayments and any additional fees deemed to be your responsibility by your insurance company also are to be paid at the time of service. It is your responsibility to alert us to any changes in your insurance coverage. If a service is not covered or you are dropped from your insurance before you receive a service, you are responsible for all unpaid balances. Past due balances may be sent to collections.

▪**Record Requests & Paperwork:** Please allow 7-10 days for record requests and the completion of routine paper work. A fee may be charged for copying costs.

▪**Release of Information:** We will not release information to anyone who is not authorized by you to receive this information. It is your responsibility to advise us if you wish to change who you have authorized to have access to this information. This may be due, for example, to

separation, divorce or custody changes. If a child is under the age of 14, we require consent for treatment from a custodial parent.

▪**Psychiatric Services:** The psychiatrist at CCS provides medication management only, and will see patients who are age 14 and older. For clients under age 14 seeking Psychiatric Services, recommendations/referrals will be made by the Clinical Supervisor. If you are transferring from another doctor you will be asked to provide contact information for him/her and sign a release to enable our office to obtain your records. *It is extremely important that you advise our office of any changes in your health, visits to the ER, hospitalizations of any kind and all other related services received while in treatment at our office prior to your next scheduled appointment.* Please provide all relevant records to our office as soon as possible.

▪**Medication Refills:** If you receive psychiatric medication management services, please be careful to monitor your need for refills. Many insurance companies require prior authorizations before prescriptions can be filled. Getting these authorizations can take days. Call the office at least 5 business days before you are about to run out of medication(s).

▪**Missed Medication Checks:** If you miss a medication check, it is unlikely that you will be able to obtain another prescription until you are seen for another appointment. Appointments with the psychiatrist are booked-out well in advance. If you miss an appointment, please be aware that you may need to wait a significant amount of time before another appointment is available. Please monitor your medications carefully.

▪**Agency Psychiatrist's Hours:** The agency psychiatrist is not in the office each day. Please go directly to the Emergency Room, if you are experiencing a mental health emergency or medication side effects requiring immediate attention. We recommend that patients keep their primary care physicians advised of the treatment they are receiving at our agency, including all medications being prescribed by the agency psychiatrist.

▪**Grievance Procedure:** We want your experience at Community Counseling Services to be positive. If you feel that you have been treated unfairly or wish to file a complaint, please see the grievance procedures posted at the reception window and in the upstairs stairwell.

Helpful Numbers

24 Hour Mobile Crisis	Northampton County	610-252-9060
	Carbon, Monroe, Pike Counties	800-338-6467
24 Hour Warmline		610-820-8451
Peer to Peer Line		1-855-727-3377
Domestic Violence Info	Turning Point (Northampton Cty)	1-877-438-4957
	Women's Resources (Monroe Cty)	570-421-4200
Crisis Facilities	Hope House (Northampton Cty)	610-882-2008
	New Perspectives (Monroe Cty)	570-421-2901
CCS After Hours Emergencies		484-347-5900

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