



Counseling • Education • Consultation

2013 Elm Street • Manning House • Manchester, NH 03104-2528
Phone: (603) 627-2702 • Fax: (603) 627-3643 • Website: pcs-nh.org
Satellite Offices in Bedford, Nashua & Exeter

WELCOME TO PCS!

PCS is a non-profit organization that has been serving the Greater Manchester community since our founding in 1979. We provide counseling and psychotherapy for children, adolescents, adult individuals, couples and families. PCS believes in utilizing the resources of the behavioral sciences in order to help resolve personal and relational problems in a context, which where appropriate, respects and utilizes the spiritual dimensions of life. We are glad to assist you in meeting your goals for living more fully.

Our clinicians have been licensed by the State of New Hampshire as pastoral psychotherapists, psychologists, social workers, marriage and family therapists, mental health counselors and drug and alcohol counselors. PCS is affiliated with and accredited by the Solihun Institute (formerly known as The Samaritan Institute), a non-profit organization based in Denver, Colorado which manages an international network of counseling centers that specialize in spiritually integrated, evidence-based healing.

Confidentiality: All conversations between you and your psychotherapist are confidential, with the following exceptions:

- 1) If you are using health insurance, your insurance provider will require a release of some clinical information, including a diagnosis, for the purpose of reimbursement. Please note that PCS has no control over confidentiality of information when it is released to an insurance company or HMO.
- 2) If the psychotherapist learns of an occurrence of child abuse or abuse of an elderly person or incapacitated adult, or if you are in danger of inflicting serious bodily injury to yourself or another, the psychotherapist is required by law to break confidentiality, only disclosing what is necessary to obtain further assistance.
- 3) If you submit a written request that your records be released.
- 4) If there is a court order to release the records to a court of law.
- 5) As required by the Federal Privacy Rules (42 CFR Part 160 & Part 164). This is stated in attached Notice of Privacy Practices.

Ethics: All members of the clinical staff adhere to the current ethical codes of their professional discipline.

Complaints: If you have a concern about what is happening in your psychotherapy, discuss this with your psychotherapist. Together, you may be able to assess what needs to change and

make adjustments in your treatment. If the concern is not adequately resolved in this manner, you may speak with the Director of Clinical Services, Melissa Grudinski, LICSW, MLADC. Ethical complaints may be addressed to the appropriate professional organization such as:

New Hampshire Board of Mental Health Practice
121 Fruit Street
Concord, NH 03301
(603) 271-2702

or

New Hampshire Board of Licensing
for Alcohol and Other Drug Use Professionals
121 South Fruit Street
Concord, NH 03301
(603) 271-2152

Client Bill of Rights: A copy of the Client Bill of Rights, mandated by the NH Board of Mental Health Practice, is posted in the Waiting Room.

Physical Exams: If you have not had a basic physical examination within the past six months, we encourage you to do so. Sometimes our clients are in need of psychiatric consultations to assess the advisability of medications. Your psychotherapist can offer you several referrals should you need them.

Emergency Coverage: PCS has clinical staff on call 24 hours a day, seven days a week. On-call responsibilities rotate among the staff. If you should need to talk with a therapist in the event of an after-hours clinical emergency, you may reach the on-call therapist by calling the PCS answering service at (603) 645-4110.

Cancellations and Termination of Psychotherapy: If for some reason you are unable to keep your appointment, please call and cancel 24 hours prior to your session. If you miss your session and do not give a 24-hour notice, you will be responsible for a fee (see Fee Policy statement). Please note: We cannot bill your insurance company for a missed appointment. When it appears that ending the treatment is clinically indicated, your therapist will discuss termination of psychotherapy with you. You may discuss termination of treatment with your therapist at any time.

Fees and Insurance Coverage: You and your psychotherapist will discuss our fees for your psychotherapy. We will make every effort to use insurance coverage when it is appropriate. As part of your initial session, you will be asked to sign a contract regarding the use of your insurance and paying your portion of the fee. If you have questions about your insurance coverage or your fee, please speak with your psychotherapist. Most insurance and HMO plans have co-pays. These co-pays are due at the time of your session. We bill all primary insurance companies. Please notify us immediately if you have a change in your insurance carrier.