



## LIGHT AT THE END OF THE TUNNEL

The Counseling Practice of  
**Ray Sibert, M.MFT, LPC-S**  
8700 Manchaca Rd, Suite 306 • Austin, Texas 78748 • 512-468-2365

Thank you for contacting my office and providing me with the opportunity to serve you. I am committed to providing you with quality professional services. While no specific outcomes are guaranteed, progress in our work together often depends on several factors, to include: my ability to help you feel comfortable, trusted and respected in sessions; our mutual commitment to be open and honest with one another; and our mutual commitment to work hard on the concerns you bring to sessions. **Please keep this and the Policies Page for your records.**

### **GENERAL OFFICE POLICIES AND INSTRUCTIONS FOR COMPLETING THE CLIENT REGISTRATION FORM** **This Client Registration Form is for adults (age 17 and up)**

Documents to complete are fillable forms that can be saved to your computer and enclosed in a secure email back to me via the secure email I sent to you.

- Instructions for Completing the Registration Form and Office Policies is this 2-page document describing my office policies what needs to be completed and returned before your first session. Please keep the Policies for your records.
- The New Client Registration Form pages contain information related to referral, personal identifying information, insurance, relationship, health history and details about your concern and a symptom checklist.
- **Telehealth Verification Code**: This is on page one of the New Client Registration Form. This is a code word or numbers you provide that can be utilized to confirm your identity when talking on the telephone or when utilizing virtual (video and audio) counseling. PLEASE NOTE: *At the first virtual or in-person session you may be asked to provide a picture ID (state driver's license, state ID card, military ID card, visa or passport) to verify your identity.*
- The Insurance Information Page will request your signature and agreement to the per-session counseling fee or insurance copay fee, and acknowledgement of other professional services fees. While I will do my part in verifying your insurance coverage and copay, you may want to check with your insurance company confirm your coverage and fee. Note: Payment can be made via cash, check, debit or credit card. I cannot accept AMEX or Discover cards. *There is a \$25 service fee for any returned checks; this is not covered by your insurance company.*

Please complete all the forms and bring them with you to the first appointment. Or you can complete them on your computer and securely email them to me at [ray@lightfindinghope.com](mailto:ray@lightfindinghope.com). If you are having virtual sessions, they must be emailed back to me prior to your first session. All records and forms are electronically and securely maintained. If you have any questions, please call (512) 468-2365.



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Below is information about policies for Light at the End of the Tunnel, the counseling practice of Ray Sibert, LPC-S. Please read these completely as some of the policies pertain to charges for missed appointments, late cancellations, telephone calls between counseling sessions, and scheduling an emergency session.

- Payment of the agreed upon counseling fee is expected at the time of each counseling session. I accept cash, checks and master card or visa credit/debit cards. My regular hourly rate is \$125 for a 55-minute session. If you are using your insurance, the copay or insurance rate may be less. I also have a sliding scale for those making less than \$100,000 per year. You can ask me about this.
- Please notify me (512) 468-2365 or [ray@lightfindinghope.com](mailto:ray@lightfindinghope.com) *at least 24 hours in prior to the beginning time of your session* when canceling or rescheduling an appointment.
- **Missed appointments** and **late cancellations** (i.e. less than 24 hours' notice) impact time that I can schedule other clients. For this reason, missed, consistently missed or late cancellation appointments **can incur a fee**, up to \$85 or more, if your per session fee is higher. This fee may be reduced in emergency situations and unusual circumstances.
- While calling to ask a question between counseling sessions may occasionally be necessary, significant time spent on the telephone between sessions is charged at the hourly rate (not your insurance co-pay, unless your insurance covers telehealth sessions). Because insurance may not pay for telephone counseling, *you will be responsible for these charges at the time of the telephone call. Also, please understand that I am not always available to answer telephone calls. If an emergency exists, please see bolded note below.*
- ***If you are in crisis or considering hurting yourself or someone else***, I may not be available to answer the telephone 24 hours per day, 7 days per week. In these situations, ***please consider calling 911 or one of the crisis/suicide hotlines here:***
  - Austin Travis County Integral Care 24/7 Crisis Hotline: 512-472-HELP (4357)
  - National Suicide Prevention Lifeline: 1-800-273-TALK (8255); Para llamas en Español: 1-888-628-9454
  - Hays County (Hill Country MHDD Centers): 1-877-466-0660
  - Surrounding Cities (Bluebonnet Trail Community Services): 1-800-841-1255
  - Trevor Project Hotline (for LGBTQ youth under 25): 1-866-488-7386; <https://www.thetrevorproject.org/>; chat and text also available at the website.
- If you are seeing a psychiatrist or physician for medication, you will need to speak with your doctor for questions related to your medication. I am unable to prescribe medication, answer questions or give advice about taking medication.
- Any agreement to receive counseling services or any specific modalities of treatment is not a guarantee as to the outcome of counseling or the specific treatment modality. For questions/ethical concerns, please contact Ray Sibert.
- If you have a complaint regarding ethical services, you can contact the Texas State Board of Examiners of Professional Counselors at (800) 842-5540.