



# T.W. PONESSA

## & Associates Counseling Services, Inc.

Corporate Office 410 N. Prince Street \* Lancaster, PA 17603 \* Phone (717) 560-7917 \* Fax: (717) 560-6452 \* [www.twponessa.com](http://www.twponessa.com)

### INTAKE APPOINTMENT INFORMATION

T. W. Ponessa & Associates Counseling Services, Inc. thanks you for choosing our agency to schedule an appointment for you, or for a family member, for therapy and/or medication management services. We have included some helpful information for you:

1. Your first appointment is an intake assessment. If this appointment is in person, you should plan for about an hour and a half appointment with the first half an hour reserved for paperwork and the remaining time with a Master's Level Clinician. **This is not a therapy session or an appointment with the Psychiatrist (for medications).** If you have scheduled a telehealth intake, this appointment will be scheduled for one hour with the expectation that you have already completed the biopsychosocial and emailed this to your Intake Specialist.
2. You can complete the biopsychosocial ahead of time by printing out the correct document that was emailed to you after receiving the confirmation email from Central Referral or you can print (choose one) from the TWP website, depending on age (adult, child/adolescent, or brief biopsychosocial if you are an existing client looking for additional services). Please bring this along to your first appointment and let the support staff know that you have this. They will provide you with an insurance packet and physical exam information when you arrive.
3. Your clinician will review some paperwork with you and will ask questions to determine what services you could benefit from. After you have completed the intake assessment, the clinician will recommend therapy and/or psychiatric services and will schedule an appointment for one or for both services, if applicable.
4. When you scheduled this appointment over the phone, we let you know what the current wait for psychiatric services was if you attended an intake that same week. If your appointment was scheduled for further than 1 week, we let you know that our wait time could increase and could increase significantly so that you could choose to continue scheduling with us or not.
5. When you scheduled this appointment over the phone, we also let you know that we cannot guarantee afternoon/evening appointments. Many of our clients work during the day or have school and therefore, these appointments fill up quickly. We will work with you in the future to try to accommodate your needs, but you may need to be flexible initially.
6. Do you have paperwork that needs completed (social security/disability, etc.)? Most paperwork cannot be completed by our agency in the first intake appointment and requires multiple attended sessions. The specifics of these requirements will be reviewed with you in the intake assessment.
7. Our agency has a strict attendance policy and we require that you provide us with 24 hours notice for a cancellation if you are unable to make any appointment. You may be charged a fee for cancelling an appointment with less than 24 hours notice.
8. We will only reschedule an intake one time for a total of two appointments if you would need to cancel your first appointment for any reason. Please make it a priority to attend!
9. Please make sure that you bring your insurance card, your social security information if you did not provide this over the phone, and be prepared to pay your co-pay or deductible if this applies.

We look forward to meeting with you! If you have any questions about this appointment, please feel free to call our Central Referral department by calling 1-877- 228-9177 and press one for first time appointments.

**Chester County**  
390 Waterloo Blvd., Suite 120  
Exton, PA 19341  
Phone (610) 363-5500  
FAX (610) 363-6499

**Cumberland/Perry Counties**  
11 Sprint Dr., Suite 4  
Carlisle, PA 17015  
Phone (717) 386-5237  
FAX (717) 386-5243

**Dauphin County**  
900 North 6th St.  
Harrisburg, PA 17102  
Phone (717) 233-4027  
FAX (717) 233-4047

**Lebanon County**  
15 South 9th St.  
Lebanon, PA 17042  
Phone (717) 273-5992  
FAX (717) 273-5995

**York County**  
160 Roosevelt Ave  
York, PA 17401  
Phone (717) 845-2425  
FAX (717) 845-2682