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Office Policies & General Information Agreement For Psychotherapy Services

This document contains important information about my professional services and business policies. It also contains summary information about the Health Insurance Portability and Accountability Act (**HIPAA**), a federal law that provides relatively new privacy protections and patient rights with regard to the use and disclosure of your protected health information used for the purposes of treatment, payment, and health care operations. In compliance with this law, I am providing you with a more detailed **HIPAA Notice of Privacy Practices**, which explains this in much greater detail. It is very important that you read these documents carefully. We can, and should, discuss any questions you have about this agreement and/or the attached HIPAA Notice of Privacy Practices at any time. After reviewing this information, please sign this form, which constitutes an agreement between us. You may revoke this agreement in writing at any time.

PSYCHOTHERAPY SERVICES

Psychotherapy is not so easily described in a few general statements. The nature of the therapy varies with the personalities of the psychotherapist and the client, the particular problems that the client and therapist agree to work on together, and other factors. There are several different approaches in psychotherapy, but they all have some basic features in common. They all involve close communication between therapist and client, in which the client is encouraged to discuss her or his anxieties and most intimate experiences without moral judgment or criticism on the part of the therapist. Psychotherapy works in part because of the clearly defined rights and responsibilities held by each person, which are described in the sections that follow. The frame that these rights and responsibilities provide helps to create the safety to take some risks and the support to become empowered to create change. Psychotherapy can have both benefits and risks. Because therapy often involves discussing unpleasant aspects of your life, you might experience uncomfortable feelings such as sadness, guilt, anxiety, anger, frustration, loneliness and helplessness. However, psychotherapy also has been shown to have many benefits. Therapy often leads to significant reductions in feelings of distress, better relationships, better work or academic performance, greater personal awareness and insight, solutions to specific problems, and an increased ability to deal with future stress. Nonetheless, there are no guarantees about what you will experience. Keep in mind that, unlike a visit to a medical doctor, psychotherapy calls for a very active effort on the client's part. For the best outcome, issues will require attention both during the therapy sessions and at home.

The first few sessions will involve me trying to get a sense of your strengths and needs, the problems you face, and what has been helpful and not so helpful to you in the past in dealing with these issues. I normally ask clients to agree to meet with me for one to three sessions. During this time, we can both decide if I am the best person to provide the services you need

in order to meet your treatment goals. Therapy can involve a large commitment of time, money, and energy, and so you should be careful about the therapist you select. If you have questions about my procedures/methods, we should discuss them whenever they arise.

CONFIDENTIALITY

The confidentiality of all communications between a client and a psychotherapist is generally protected by law, and I, as your therapist, cannot and will not tell anyone else what you have discussed--or even that you are in therapy--without your written permission. In most situations, I can only release information about your treatment to others if you sign a written authorization form that meets certain legal requirements posed by HIPAA and/or District of Columbia law. (See attached HIPAA Notice of Privacy Practices for more details about this.) There are times when I may find it beneficial to consult with a colleague in order to ensure the best standard of care possible. The client's name or other identifying information is never mentioned. The consultant, as a licensed mental health professional, is also legally bound to keep the information confidential.

It is very important to be aware that e-mail and cell phone (also cordless phone) communication can be accessed by unauthorized people relatively easily, and so the privacy and confidentiality of such communication can be compromised. E-mails, in particular, are vulnerable to such unauthorized access due to the fact that servers have unlimited and direct access to all e-mails that go through them. Please notify me at the beginning of treatment, or as soon as possible, if you wish to avoid (or simply limit in any way) the use of any or all of the above-mentioned communication devices.

APPOINTMENTS AND CANCELLATION POLICY

I typically schedule one 50-minute session per week at a time we agree on, although some sessions may be slightly longer or more/less frequent. The time scheduled for your appointment is assigned to you and you alone. If you **do not show up for your scheduled therapy appointment or need to cancel or reschedule**, and you have not notified me **24 hours in advance**, you will be required to pay the **full cost of the session**. If you have notified me 24 hours or more in advance, we can work to find a mutually agreeable time to reschedule within one week, before or after, of the missed appointment. If, however, we are unable to find a good time to reschedule and I haven't filled the original appointment time with another client, you will still be responsible for the full cost of the session.

It is important to note that insurance companies do not provide reimbursement for cancelled sessions. In addition, you are responsible for coming to your session on time. If you are late, your appointment will still need to end on time.

CONTACTING ME

You may telephone me at 202-643-8033. Due to my work schedule, however, I often am not immediately available to receive calls. My phone will be answered by voice mail, however, which I check frequently. Please leave a fairly brief message (as it is not a guaranteed secure line) with your telephone number, if you would like me to call you back. I will make every effort to return your call on the same day you make it. If your schedule makes it difficult to reach you, please leave me some times when you might be available.

I check my voicemail for messages for the last time at 7:00 p.m. during the week. On weekends, I typically check for messages midday and at 7:00 p.m. for the last time. I will

return a call on a weekend, or as late as 9:30 p.m. on a weekday, only if the matter is urgent and cannot wait until the next business morning. If you require an immediate response, and it is before 7:00 p.m. Monday through Thursday, or 7:00 p.m. Friday, Saturday, or Sunday, please be sure to say so, leave a phone number where you can be reached (even if you think I already have it), and I will make every attempt to get in touch with you as soon as possible. But, for any number of unforeseen reasons, if you do not hear from me, or I am unable to reach you, it remains your responsibility to take care of yourself until such time as we can talk. If you need to talk to someone right away, you can call the Emergency Room of George Washington University Hospital, at (202) 715-4911; the 24-hour D.C. Department of Mental Health's AccessHelpline (a local and free call) at 1-888-793-4357; or the Metropolitan Police (911). If you still feel unable to keep yourself safe, go to your nearest emergency room and ask to speak to the psychiatrist on call.

I will make every attempt to inform you in advance of any planned absences. In the event that I must be unavailable for an extended period of time, I will provide you with the name of a colleague to contact, if necessary.

PROFESSIONAL FEES AND PAYMENTS

Sometimes therapy is a short-term process; this is most often the case when we have very clear and structured goals. Sometimes, however, therapy is more of an open-ended process, as goals are more vague or difficult, or change as therapy progresses. As a result, sometimes therapy is easier to afford, and sometimes it can be more expensive.

My standard fee for individual 50-minute therapy sessions is \$175 for individuals and \$200 for couples. This includes note writing and record keeping, short telephone conversations, and consulting with other professionals, as I deem necessary.

You are responsible for the fees of your therapy and are expected to pay for each session at the time of the session, unless prior arrangements have been made. Any bills overdue 30 days or more will be charged 1.5% interest per month. Also, if a check is returned for insufficient funds in an account, you will be required to pay the bank's returned check fee. If you refuse to pay your debt, I reserve the right to use an attorney or collection agency in order to secure payment.

In addition to weekly appointments, it is my practice to charge this amount on a prorated basis for other professional services that you may require, such as report writing, lengthier telephone conversations, attendance at meetings or consultations with other professionals, which you have requested, or the time required to perform any other service which you may request of me. Also, if you become involved in a legal matter that requires my participation (although it is recommended that we discuss this fully before you waive your right to confidentiality), you will be expected to pay for all of my professional time, including preparation and transportation costs to court, even if I am compelled to testify by another party.

In the event that you encounter some unusual financial hardship, such as losing your job, I may be willing to negotiate a temporary reduced fee, or arrange some kind of payment plan, so that you can continue receiving therapy during the difficult time.

INSURANCE

My payment policy is fee-for-service. I do not accept payment directly from most insurance

companies. Nevertheless, a portion of the cost of my services is reimbursable by PPO-type plans, and I will provide you with a monthly statement that you may submit to your insurance to obtain out-of-network reimbursement. Insurance companies require a formal diagnosis with their claims. Diagnoses are technical terms that describe the nature of your problems and whether they are short-term or long-term problems. All diagnoses come from a book called the Diagnostic and Statistical Manual (more typically referred to as the DSM-IV-TR). *Please note that some insurance plans require you to seek their approval before starting therapy (known as "precertification"), while others do not.* Some PPO insurance plans reimburse you for a fixed amount, regardless of how long you are in therapy, while others pay a smaller portion after a predetermined number of sessions. Some PPO insurance plans will reimburse you for a percentage of the fee for as long as you are in therapy, and others pay a fixed dollar amount, regardless of the actual fee or amount of therapy you receive. Some insurance companies require extensive paperwork to be completed by you, while others do not. Because a particular plan might limit the amount of therapy you can afford, it will be helpful for us to know this upfront in order to set priorities and goals accordingly. Shorter-term therapy may require us to focus on smaller, more obtainable goals in the short-run, and then discuss how you can best capitalize on these gains after therapy has ended. Check with your insurance company, ask questions about your coverage, and document whom you talk to and what they say.

Please also note that confidential information may be required by your health insurance carrier or PPO/MCO/EAP in order to process the claims. If you so instruct, only the minimum necessary information will be communicated to the carrier. Unless authorized by you explicitly, the psychotherapy notes will not be disclosed to your insurance carrier. Be aware that submitting a claim for reimbursement carries a certain amount of risk to confidentiality, privacy, or to future eligibility to obtain some health or life insurance. The risk stems from the fact that mental health information is entered into insurance companies' databases for long-term storage and access.

LITIGATION LIMITATION:

Due to the nature of the therapeutic process and the fact that it often involves making a full disclosure with regard to many matters which may be of a confidential nature, it is agreed that, should there be legal proceedings (such as, but not limited to, divorce and custody disputes, injuries, etc.), neither you (the client) nor your attorney, nor anyone else acting on your behalf, will call on the psychotherapist to testify in court or at any other proceeding, nor will a disclosure of the psychotherapy records be requested.

ADDITIONAL INFORMATION

As we become more and more accustomed to a new information technology era, I must add that clients are requested not to "connect" with me via web-based social networking sites such as Facebook, Myspace, Friendster, etc. Any attempts at "friending" or "linking in" will be denied and discussed with you in therapy. I do, however, maintain professional networking sites that you are welcome to subscribe to, including my blog: www.cindykimtherapy.blogspot.com and my professional facebook page, <http://www.facebook.com/cindykimtherapy>.

If you are unhappy with what is happening in therapy, I sincerely hope that you will talk with me about this, so that I can respond to your concerns. In fact, *I welcome such feedback and promise to take it very seriously and with care and respect.* You may also request that I refer

you to another therapist and, of course, are free to end therapy at any time. I would suggest that if you are considering ending therapy to discuss it with me so that we can terminate our therapeutic relationship together in a sensitive and productive manner.

You have the right to considerate, safe, and respectful care, without discrimination as to race, ethnicity, physical limitations, gender, sexual orientation, age, religion, national origin, or source of payment.

You have the right to ask questions about any aspect of the therapy and about my specific training and experience. You have the right to expect that I will not have social or sexual relationships with clients or with former clients.

CONSENT TO PSYCHOTHERAPY

Your signature below indicates that you have read the information in this document, agree to its terms, and provide your consent for psychotherapy.

Patient/Client Signature

Date

Name -- Please Print

Patient/Client Signature (if part of a couple)

Date

Name -- Please Print

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