

Behavior Works of Virginia, LLC

Leah Farrell-Carnahan, Ph.D.

Licensed Clinical Psychologist

Phone: 804-767-0856

Mailing address: 312 Granite Avenue, Richmond, VA 23226

Psychologist-Patient Services Agreement

Welcome! This document contains important information about my professional services and business policies. This document also contains a brief summary of information about the Health Insurance Portability and Accountability Act (HIPAA), a federal law that provides privacy protections and patient rights with regard to the use and disclosure of your Protected Health Information (PHI). In compliance with HIPAA, I am also providing you with a Notice of Privacy Practices which explains this in much greater detail. It is very important that you read this document carefully, and we can discuss any questions you have 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.

The information on these pages is made available so that you will be fully aware of some important matters concerning the psychologist-patient relationship and office policies. Read and sign one and keep another one with you for reference. Read it again in a day or two since there is typically much that occurs during your first visit.

Please note that I prefer to refer to my “patients” as “clients”, as in my website, but in the eyes of the law, you may be considered my “patient” and that is why the word “patient” is used in this document.

PSYCHOLOGICAL SERVICES

A therapeutic relationship does not exist between you and I until after the initial intake evaluation is complete and we have decided, together, to work together in a treatment relationship. It is important that we both agree we are a good therapeutic match before establishing this relationship.

Therapy can have benefits and risks. Since therapy often involves discussing unpleasant aspects of your life, you may experience uncomfortable feelings like sadness, guilt, anger, frustration, loneliness, and helplessness. On the other hand, therapy has also been shown to have many benefits. Therapy often leads to better relationships, solutions to specific problems and significant reductions in feelings of distress. But there are no guarantees of what you will experience.

Exposure-based cognitive behavioral therapy (CBT) is an evidence-based approach that aims to gradually help you/your child become more comfortable with situations that currently cause anxiety or other negative emotions. These sessions are likely to elicit a temporary increase in anxiety, but this is actually a key part of the process in order to help ultimately overcome fears. Over the course of exposure therapy, anxiety levels will decrease through habituation. We will

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work with you/your child to create a graduated exposure plan that includes a hierarchy from easier to more difficult exposures. The patient will never be forced to engage in an exposure; rather, the pace of therapy will be determined by the patient's readiness to practice each anxiety-provoking situation.

Some exposure activities may have a degree of risk involved (e.g., touching dirty objects and refraining from washing your hands in contamination-based OCD exposures), however, all exposure tasks we conduct are deemed to be of minimal risk (i.e., on par with the level of risk that could be encountered in everyday life activities). If an adverse event were to happen during an exposure (e.g., a patient faints at the sight of a picture of someone getting their blood drawn), the clinician will take appropriate measures to ensure the safety and well-being of the patient, including reaching out for medical care if needed. Exposure sessions sometimes take place off-site at a range of locations (e.g., the mall, a restaurant, public transportation, your home). While we will do our best, we cannot guarantee confidentiality in sessions that occur outside the office as we do not have control over other people who may be present. Behavior Works of Virginia, LLC and the clinician are not responsible for any accident or injury that may occur during an exposure session.

There may be alternative treatments or modes of therapy to consider. I encourage you to become aware of these options and to ask any questions you may have at any time as we work together.

MEETINGS

I will usually schedule one 45-minute session per week at a time you agree on; sometimes we will schedule more than one session per week. This/these time/s will be held for you each week. If you are unable to attend, you must provide 24 hours advance notice to avoid charges. Otherwise, once an appointment hour is scheduled you will be expected to pay the \$65 late cancellation fee (for first late cancellation) and the full session fee for any additional late cancellations or no-shows. Before entering therapy, it is important to understand that research suggests that patients who are "engaged" in therapy, meaning they attend and participate in appointments and also do "homework" to practice new skills outside of sessions, are most likely to meet their treatment goals. Throughout therapy, we will work together to increase and or maintain your engagement so you will be likely to maximize your therapy outcomes.

After intake and the establishment of a therapeutic relationship, it **may** be possible for treatment delivery to occur via interactive video-conferencing (i.e., virtual "face-to-face" sessions) in lieu of, or in addition to, "in-person" sessions. Video conferencing (VC) is a real-time interactive audio and visual technology that enables our clinicians to provide mental health services remotely. Treatment delivery via VC may be a preferred method due to convenience, distance, or other circumstances. Although VC may be used when the clinician and client are in different locations,

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licensure regulations only allow a session to be conducted in the state in which the clinician is licensed and the client is located. An occasional exception can be made if temporary permission is available from another state. Your clinician will assess whether or not it is appropriate to conduct sessions via VC in your case and this decision may change over time based on new information, including your clinical status, administrative issues, and legal issues. Your clinician reserves the right to decide it is no longer appropriate to engage in sessions via VC at any time for any reason. This means you may be required to come for in-person sessions instead or to consider transfer to another clinician in your local area if you are unable to come for in-person sessions or choose not to. You will be required to review and sign a separate agreement prior to engaging in VC.

PROFESSIONAL FEES

My fee for a 45-minute session is \$140 and \$200 for an intake session which is typically longer. On occasion, I will schedule a 30-minute session and the fee for that is \$93 or a session of another length with cost prorated. The therapy fees include note writing, short telephone conversations (less than 5 minutes), clinical reports that you request for insurance purposes and consulting with other professionals. If you require coaching calls during a week (these are other than short administrative conversations) you will be billed at a prorated rate based on the session fee. If you become involved in legal proceedings that require my participation you will be expected to pay for professional time, including preparation and transportation costs to court. Returned checks will incur a \$25 returned check fee. Mental Status Exam with report for diagnosis or substance dependence assessment is \$250.

CONTACT

You may telephone me at (804) 767-0856 or send an email to behaviorworksvirginia@gmail.com (remember that email may not be a confidential form of communication and I advise you not to include personal information in an email to this address.). You may instead sign up for a free account with VSee (www.vsee.com) for encrypted and HIPAA-compliant text messaging for use to coordinate scheduling and limited between-session coaching for CBT homework only. Due to my work schedule, I am often not immediately available to receive calls and texts. My phone will be answered by confidential voice mail. I will make every effort to return your call or text on the same day you make it, with the exception of nighttime, weekends, and holidays. Calls or texts made at nighttime or on weekends and holidays may be returned the next business day unless prior arrangements have been made. I do not provide formal emergency services, yet I wish to be available to you as much as is reasonably possible. You may choose to contact the National Suicide Prevention Lifeline if you are in crisis and have thoughts of hurting yourself and I am not available. Free counselors are available 24/7, 365 days per year on that line. The number is 1-800-273-TALK. **If you are ever in a psychological emergency, please call 911 and/or contact the nearest emergency room for crisis treatment.**

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SOCIAL MEDIA:

Behavior Works of Virginia, LLC maintains a Facebook page and Instagram for purposes of providing education about mental health and evidence-based treatment. It is your right to determine the level of disclosure you are comfortable with but I will take all precautions not to disclose your status as a patient or previous patient on your behalf. This may include deleting any comments you or your immediate family members make on posts. If you choose to “like” or “follow the page” or “like” a post, please consider any confidentiality or disclosure risk you may encounter. The law and my ethical code prohibit me from being “friends” with you on my personal social media platforms so please do not send connection requests.

OTHER LIMITS ON CONFIDENTIALITY

The law protects the privacy of all communications between a patient and a psychologist. 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 imposed by HIPAA and/or Virginia law. I will always take every precaution and measure to insure the privacy of your confidential information.

There are some situations in which a psychologist is legally obligated to take some action which will likely involve revealing information to an outside party, possibly without your consent. These situations are unusual, and are limited to cases in which harm is likely, including:

- Cases in which a psychologist is ordered by a judge to release therapy records
- Cases in which a psychologist has reason to believe a child under 18 may be abused or neglected
- Cases in which a psychologist has reason to believe an adult over the age of 60 has been abused or neglected in the preceding 12 months
- Cases in which you have made a specific threat of violence against another, or if a psychologist believes that you present a clear, imminent risk of serious physical harm to another or yourself

If such a situation arises, I will make every effort to fully discuss it with you before taking any action or releasing any information about you, and I will limit disclosure of information to only what is necessary. Confidentiality issues can be complicated, so if you have any questions about them, please feel free to ask them now or in the future as needed.

In addition, I want to protect your privacy if I happen to run into you in a public setting. If this occurs, I will not acknowledge you. This will give you the option of remaining anonymous. If you speak first, I'll be happy to say 'hello.'

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PATIENT RIGHTS

HIPAA provides you with a number of rights, which briefly include the right to Amend the information in your record, to limit what information is disclosed and to whom, to request restrictions as to how you are contacted, and to receive an Accounting of Disclosures, or a list of all information that has been released about you. You also can file a complaint about our policies and procedures regarding your records with the federal Department of Health and Human Services.

BILLING AND PAYMENTS

You are responsible for the fees for your therapy, and are expected to pay for each session at the time of the session unless other arrangements have been made. I can provide you with a receipt or master bill at the end of each month, which you can submit to your insurance company which may result in reimbursement. I am an out-of-network provider. This means I do not participate directly with any insurance companies. I am not a Medicare or Medicaid provider at the Behavior Works of Virginia, LLC location.

In the event that you encounter some unusual financial hardship, such as losing your job, I may be willing to negotiate a payment plan so you can continue receiving therapy during the difficult time. If your balance due becomes very large, or if no payments are made for several months, I have the option of resorting to legal means to obtain payment if we cannot work out a payment plan. This could mean involvement of a collection agency or small claims court, and the cost of this collection effort would be passed on to you. Such efforts typically require disclosure of some otherwise confidential information, but we will limit this to the minimum information necessary.

Your signature below indicates that you have read the information in this document, and agree to abide by its terms during our professional relationship and consent to treatment with Leah Farrell-Carnahan, Ph.D., L.C.P., member of Behavior Works of Virginia, LLC.

Full printed name of client

Full printed name of parent/guardian if client is a minor

/ /

Signature of client (or parent/guardian if client is a minor)

Date