

Professional Services Disclosure

This document contains important information about my professional services and business policies. Should you have any questions, please feel free to address them at any time. I can be reached at (541) 340-4076 and you can send questions by email at rachel@weisserwellness.com, though please note that typically I do not address clinical issues by text or email. Please read this information thoroughly as when you sign, this document will represent a service agreement between us.

About Rachel Weisser, LCSW: I am a Licensed Clinical Social Worker in Oregon & Washington. I have been in the field of social work for many years, earning both my graduate and undergraduate degrees in Social Work. I've worked in many settings providing supportive counseling and other services, and over the last several years have enjoyed providing therapy services to individuals in the Columbia River Gorge.

Mental health services: At Weisser Wellness, you will receive therapy services provided by me, Rachel Weisser, LCSW with a focus on mental health and some substance abuse/addiction issues. I use a person-centered approach, meaning I believe you are the "expert on you" and that my role is to be a collaborator on your path to health/well-being. I use different therapeutic approaches which tend towards those incorporating both mind and body, including Eye Movement Desensitization and Reprocessing (EMDR) therapy.

Your therapeutic process will be unique to you and throughout the therapeutic process, I will offer recommendations and we will collaboratively evaluate progress. Courses of therapy can be brief or can involve longer commitments of time, effort, and financial investment. The therapeutic process varies and can be impacted by not only what problems you hope to address, but also your strengths and level of commitment along with my clinical knowledge/skills/techniques and each of our personalities. There are no guarantees in the therapeutic process, but therapy can often be beneficial. Factors contributing to successful therapy typically include:

- o Active effort on your part; working on the issues at hand both during our sessions and at home.
- o A good therapeutic relationship; if at any point in the process, you have concerns or feel I may not be the right therapist for you, it is encouraged that you to discuss this with me so we can collaboratively find YOUR best possible treatment.
- o Therapist method; while I have experience working with clients on a wide variety of presenting concerns, there may be issues/problems you'd like to address that I am not able to as effectively help you with. If I feel this is the case at any point during the therapeutic course, I will discuss options with you, offer referrals/information as needed and work with you to coordinate other treatment if needed.

Therapy, like most other health-related treatments, has both potential risks and benefits. Therapy usually requires focus on unpleasant aspects of your life and /or specific distressing symptoms and could cause you to experience things like:

- o Increase in distress/acute symptoms (typically temporary)

- o Uncomfortable emotions (such as sadness, guilt/shame, frustration, loneliness)
- o Decreased relationship satisfaction/ unplanned changes in relationships
- o Difficult feelings at the end of the therapeutic process

Some possible improvement/positive outcomes of therapy can include thing like:

- o Reduction in overall symptoms of mental health conditions
- o Generally improved moods
- o Reduced impact of past trauma / processing of unresolved trauma
- o Increased ability to cope with uncomfortable emotions/symptoms/stress
- o Increased ability to recognize and access helpful emotions (such as calm, hopeful, content)
- o Increased relationship satisfaction
- o Increased ability to solve problems, make decisions and to set and achieve realistic goals
- o Development of or increased ability to access helpful personal qualities (such as resilience, self-esteem, confidence)

Confidentiality: Communication between you and I is confidential and protected by the federal HIPAA laws. This means that I typically will not disclose information you've shared with me in the course of treatment though there are some exceptions which would not constitute a violation of confidentiality. When those situations arise, I will make efforts to discuss them with you. The following, while not an exhaustive list, are some examples:

- o Disclosure of child or elder abuse which I am mandated to report
- o When one is at imminent risk of harm to self or others

- o In a medical emergency
- o Information needed by your insurance company to process claims
- o A court order
- o When a Release of Information authorization has been signed
- o Other (see Notice of Privacy Practices)

I may periodically consult with colleagues, discussing treatment of individuals when needed. If this should occur, it is with the intention of enhancing my ability to provide the best care possible and will not constitute a violation of confidentiality as no identifying information will be shared. Consultation will only occur with other mental health professionals who are also legally bound to keep information confidential.

Services and Fees: Your first session will be considered the initial assessment which will be billed at \$200. Once assessment is completed, therapy sessions will be held on a mutually agreeable scheduled basis, in person or via telehealth. Fees for therapy sessions are as follows: 30 minutes at \$80, 45 minutes at \$120, 1 hour at \$160 and 90 minutes at \$200. Repeated no show or same day cancellations may result in a \$50 charge per instance and it should be noted that insurance companies typically won't pay for these.

There may be occasions that other services that are not typically covered or reimbursed by your insurance company become necessary. These services will be billed at \$200 per hour (prorated). These services, while not an exhaustive list, may include:

- o Court ordered and legal related services
- o Completing documents
- o Preparing reports or letters for other providers or organizations
- o Consultations by telephone or e-mail
- o Duplication of your medical records

Payment Options/Insurance: When "in network" with your insurance company, I will bill them for your services. If I am not an "in network" provider with your insurance company, I can provide you with paperwork you can submit to them for possible reimbursement. I do suggest contacting your insurance company to determine what mental health benefits are available and, if so, what your financial responsibility is (i.e. copays, deductible). Your portion will be due to Weisser Wellness at the time of service and if your insurance company denies payment or does not cover sessions at Weisser Wellness, we request that you pay the balance due at that time. Insurance companies do typically require you to have a diagnosable mental health condition and that treatment be medically necessary. This information as well as a treatment plan may be shared with insurance providers. You may also opt out of using your insurance and choose to pay for services yourself. If electing to privately pay, any fees will be due in full at the time of service. If another third-party will be responsible for payment, this will need to be arranged prior to services with Rachel Weisser, LCSW / Weisser Wellness, LLC. You may pay by cash, check or most credit cards. For credit card payment, I utilize Ivy Pay which is a text based, HIPAA compliant and allows you to manage your payment information securely.

Availability/After-Hours Coverage for Crisis Concerns: I will be generally available Monday-Friday between the hours of 9am-5pm and will typically be able to return calls or emails within two business days. If out of the office for an extended period of time, I will make every effort to advise all active clients of this and to leave a reminder on outgoing voicemail. I cannot always listen to messages/check email/text urgently and therefore, should not be the first contact in the case of emergency. IN A MEDICAL EMERGENCY, CALL 9-1-1. For non-emergent/non-life-threatening crisis, you should first seek support from the Wasco County crisis line at (541) 296-6307 / (888) 877- 9147 (after hours). You may also contact the Mid-Columbia Center for Living Monday-Friday, 8:30am-5pm hours for crisis support at (541) 296-5452 or walk-in at 1060 Webber Street, The Dalles OR 97058.

Professional Records: I am required to keep appropriate records of the mental health services that I provide. Your records are maintained in a secure location in the office. I keep brief records noting that you were here, your reasons for seeking therapy, the goals and progress we set for treatment, your diagnosis, topics we discussed, your medical, social, and treatment history, records I receive from other providers, copies of records I send to others, and your billing records. You have the right to a copy of your file, and I will provide this, or a summary if preferable, to you in a reasonable timeframe when requested. An exception to this may occur if I believe that reading the information may cause extreme distress or interfere with your safety. Because these are professional records, they may be misinterpreted and / or upsetting to untrained readers. If I refuse your request for access to your records, you have a right to have my decision reviewed by another mental health professional, which I will discuss with you upon your request. You also have the right to request that a copy of your file be made available to any other health care provider at your written request.