



TRUE NORTH

Psychological Services

True North Psychological Services, LLC

Jennifer E. Kaufman PhD, LPC, CFRC, CCTS, NCC 34380

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Therapist@TNPSNOVA.com

Effective Date: [EffectiveDate]

PROFESSIONAL DISCLOSURE STATEMENT

Welcome to True North Psychological Services, LLC!

At *True North Psychological Services*, we work hard to not only respond promptly but also provide you with the support, guidance, and professionalism you deserve. TNPS ensures that you are connected with a therapist within 24 hours and that you have an appointment within the next few days.

We also know that good therapy is expensive and hard to find. That is why we try to never turn a potential client away due to not being able to afford our services. We offer sliding scale pricing, and we also take Health Saving Accounts (HSA). Further, we provide our clients with a Superbill to submit to their insurance for reimbursement (the amount reimbursed by insurance is dependent individual plans etc. and cannot be guaranteed by *TNPS, LLC*). Even if you decide that *TNPS* is not the right fit for you, we will work to provide you with referrals that are reputable and are the best fit for you and your needs. **YOU HAVE OUR WORD.**

ABOUT DR. JENNIFER E. KAUFMAN WALKER

EDUCATION

Dr. Kaufman Walker received a Bachelor of Science in Psychology at Lynchburg College in 2006. She then completed a Master of Arts in Community Counseling at Marymount University

and later, received a PhD in Counseling with an emphasis in trauma, crisis, and substance use from The George Washington University. Dr. Kaufman Walker is also a Certified First Responder Counselor and a Certified Clinical Trauma Specialist.

LICENSES & CERTIFICATIONS

Licensed Clinical Counselor – District of Columbia License #PRC15037

Licensed Professional Counselor — Virginia License #0701008154

Licensed Clinical Professional Counselor- Maryland License #LC12949

Licensed to Provide Teletherapy- West Virginia License #008TH

Certified First Responder Counselor

Certified Clinical Trauma Specialist

National Certified Counselor – NBCC# 744899

Qualified Mental Health Professional- Adults- Virginia QMHP # 0732003333

EXPERIENCE

Dr. Kaufman Walker began her counseling internship as a Crisis Worker for The Crisis Line of Central Virginia and the Sexual Assault Response Program where she provided support at the local emergency room and during and after court proceedings. Later, she was a Social Work Intern at The North Virginia Mental Health Institute and at the Psychiatric Residential Services Day Program. During her doctoral program, Dr Kaufman Walker worked at the Arlington Department of Human Services where she administered Competency and Capacity Evaluations and lead group and provided individual therapy for the inmates at the local jail. She also provided individual therapy and supervision services at the Community Counseling Services Center at GWU. Dr. Kaufman Walker was an 8-year volunteer at the Alexandria Domestic Violence Shelter as well as a Board Member for Loudoun County's Criminal Justice and Community Service Boards. Currently, she provides individual, couples and family counseling to children, adolescents, and adults along with supervision services to Residents in Counseling at True North Psychological Services, LLC.

RISKS/BENEFITS OF THERAPY

You should think about both the benefits and risks when making any treatment decisions. For example, in therapy, there is a risk that clients will, for a time, have uncomfortable levels of sadness, guilt, anxiety, anger, frustration, loneliness, helplessness, or other negative feelings. Clients may recall unpleasant memories. These feelings or memories may bother a client at work

or in school. Even with our best efforts, there is a risk that therapy may not work out well for you.

While you consider these risks, you should know also that the benefits of therapy have been revealed by scientists in hundreds of well-designed research studies. In therapy, people have a chance to talk things out fully until their feelings are relieved or the problems are solved. Clients' relationships and coping skills may improve greatly. They may get more satisfaction out of social and family relationships.

THERAPY SESSIONS

We usually take notes during our meetings. You may find it useful to take your own notes, and to take notes outside the office. During our initial session we will gather historical information, family history, medical background, and an evaluation of the problematic symptoms. By the end of our first or second session, we will tell you how we see your case at this point and how we think we should proceed. We view therapy as a partnership between the client and therapist. You define the problem areas to be worked on; we use some special knowledge to help you make the changes you want to make.

Our expectation is to plan our work together. In our treatment plan we will list the areas to work on, our goals, the methods we will use, the time and money commitments we will make, and other details. We expect both client and therapist to agree on a plan that we will both strive to follow. From time to time, we will look together at our progress and goals. If we see the need to, we can then change our treatment plan, its goals, and/or its methods. If you have any questions about our procedures, we should discuss them whenever questions arise.

Most of our clients see us once a week for 3 to 4 months. After that, we may meet less often for several more months. Therapy then usually comes to an end. The process of ending therapy, called "termination," can be a very valuable part of our work. Stopping therapy should not be done casually, although either of us may decide to end it if we believe it is in the best interest of the client. If you wish to stop therapy at any time, we ask that you agree to meet for at least one more session to review our work together. As a client, you may end our counseling relationship at any time.

THERAPEUTIC RELATIONSHIP

(NOTE: singular pronouns may refer to each therapist)

As a professional, Dr. Kaufman Walker will use her best knowledge and skills to help you. This includes following the standards of the American Counseling Association.

While Dr. Kaufman Walker will do her best to provide guidance and support, she is licensed and trained to practice counseling—not law, medicine, finance, or any other profession. I am not able to give you good advice from these other professional viewpoints.

FEES & PAYMENTS

Payment is due at the start of each session.

Intake Session: \$275.00/about 60 minutes

Individual Virtual Session: \$200.00/50 minutes

Individual In-Home Session: \$250.000/60 minutes

Family/Couples Session: \$250.00/80 minutes

Advocacy (school, court, etc): \$100.00/per hour

HEALTH SAVINGS ACCOUNTS

We also accept Health Savings Account as a form of payment. Should you decide to use your Health Savings Account, please inform your counselor as you will be invoiced via Square after each session.

If you are using a Health Savings Account (HSA) or Flexible Spending Account (FSA) payment card, please be aware that even if your payment goes through and is authorized at the time that we run your card, there is a possibility that your payment could later be denied. In the event of this happening, you are responsible for ensuring that full payment is made by other means.

HEALTH INSURANCE & SLIDING SCALES

While we do not take insurance, we do offer a Sliding Scale for individuals who cannot afford the rates above. Please inquire should you be interested in our sliding scale rates or if at any time your financial situation should change.

Further, should you decide to submit to your insurance please let the counselor know and a superbill will be generated for you.

FEE ADJUSTMENTS

We reserve the right to periodically adjust this fee; you will be notified of any fee adjustment in advance. From time-to-time, we may engage in telephone contact with clients for purposes other than scheduling sessions. The client is responsible for payment of the agreed upon fee (on a pro rata basis) for any telephone calls longer than ten minutes. In addition, from time-to-time, we may engage in telephone contact with third parties at client's request and with client's advance written authorization. Clients are expected to pay for services at the time services are rendered.

OVERDUE PAYMENTS

If your account is more than 60 days overdue and payment has not been agreed upon, we reserve the right to charge your credit card on file through Theraplatform. Further, we have the option of using legal means to secure payment, including collection agencies or small claims court. If such legal action is necessary, the costs of bringing the proceeding will be included in the claim. In most cases, the only information which we release about a client's treatment would be the client's name, the nature of the service provided and the amount due.

MISSED SESSIONS

If you are unable to keep the designated appointment time previously scheduled, it is your responsibility to inform us 24 hours in advance. If we are not contacted to cancel the appointment with 24 hours advanced notice, a **NO SHOW FEE of the FULL SESSION COST will be charged automatically to the credit card you have on file.**

CONFIDENTIALITY

Information shared with mental health professionals is private, and in most circumstances, cannot be released to anyone without the client's knowledge and consent (or guardian if the client is a minor).

However, confidential information may be released for these exceptions:

- **Duty to Warn and Protect:** When the client has plans or intent to harm self or others. Intervention by the therapist may include contacting the party being threatened, the client's family, emergency contact, or legal authorities.
- **Abuse of Children and Vulnerable Adults:** If the therapist is made aware of past or present abuse (physical or sexual) or neglect, to a current child or vulnerable adult, the therapist is required to report this information to the appropriate social service and/or legal authority.
- **Prenatal Exposure to Controlled Substances:** Therapists are required to report admitted prenatal exposure to controlled substances that are potentially harmful.
- **Minors/Guardianship:** Parents or legal guardians of non-emancipated minor clients have the right to access the clients' records (see Records section for further details).

- Insurance Providers (when applicable): Insurance companies and other third-party payers are given information that they request regarding services to clients in order to authorize benefits. If you do not want us to discuss this information with insurances, we can discuss the option of private pay without insurance.
- Legal Issues: In certain legal proceedings, and especially when a judge releases a court order, the therapist may be obligated to give out specified client information.
- Terrorism: Under the Patriot Act, if any terrorist activity is suspected.

MINORS

While privacy in therapy is very important, particularly with teenagers, parental involvement is also essential to successful treatment, and this may require that some private information be shared with parents. For children under 18, we share general information with parents about the progress of the child's treatment and his/her attendance at scheduled sessions. Any other communication will require the child's authorization, unless we feel that the child is in danger or is a danger to someone else, in which case, we will notify the parents of our concerns. Before giving parents any information, we will discuss the matter with the child, if possible, and do our best to handle any objections he/she may have.

RECORD KEEPING

We keep and store records for each client in a record-keeping system produced and maintained by Theraplatform. This system is "cloud-based," meaning the records are stored on servers which are connected to the Internet.

Here are the ways in which the security of these records is maintained:

- We have entered into a HIPAA Business Associate Agreement with Theraplatform. Because of this agreement, Theraplatform is obligated by federal law to protect these records from unauthorized use or disclosure.
- The computers on which these records are stored are kept in secure data centers, where various physical security measures are used to maintain the protection of the computers from physical access by unauthorized persons.
- Theraplatform employs various technical security measures to maintain the protection of these records from unauthorized use or disclosure.
- Theraplatform uses data encryption and powerful firewalls to protect data.

ELECTRONIC COMMUNICATIONS

Please know that if we use electronic communications methods, such as email, texting, online video, or any others, there are various technicians and administrators who maintain these

services, they may have access to the content of those communications. For some communication methods, these accesses are more likely than in others.

Of special consideration are work email addresses. If you use your work email to communicate with your counselor or the practice, your employer may access our email communications. There may be similar issues involved in school email or other email accounts associated with organizations with which you are affiliated. Additionally, people with access to your computer, mobile phone, and/or other devices may also have access to your email and/or text messages. Please take a moment to contemplate the risks involved if any of these persons were to access the messages, we exchange with each other.

SUPERVISION & CONSULTATION:

We may seek consultation about you with other professionals to offer you the most complete and quality care. By signing this consent form, you agree to this. Steps will be taken to conceal your identity and your confidentiality will be protected.

If you could benefit from a treatment we cannot provide, we will help you get it. You have a right to ask us about other treatments, their risks, and their benefits. Based on what we learn about your problems, we may recommend a medical exam or use of medication. If we do this, we will fully discuss my reasons with you so that you can decide what is best. If you are treated by that professional, we will coordinate our services with that profession and with your own medical doctor.

If for some reason treatment is not going well, we might suggest you see another therapist or another professional for an evaluation. As responsible and ethical therapists; we cannot continue to treat you if our treatment is not working for you. If you wish for another professional's opinion at any time, or wish to talk with another therapist, we will help you find a qualified person and will provide him or her with the information needed.

If you are working with a Resident in Counseling, they will be provided individual or group supervision through Dr. Kaufman Walker on a weekly or biweekly basis to ensure that you are receiving the best care.

EMERGENCIES

If you are ever experiencing an emergency, including a mental health crisis, please call the following for assistance (Please note that these numbers are also provided on the practice's website www.TNPSNOVA.com)

Mental Health Emergency Services

- **CR2:** 24/7 Rapid Response for mental health or substance use: 844-627-4747
- **The Crisis Line:** 800-273-8255 or text "Connect" to 741741
- **Suicide Prevention Hotline:** 800-273-TALK or text "Connect" to 855-11
- 9-1-1 and request the Crisis Intervention Deputy

Maryland:

Anne Arundel Crisis Response: 410-768-5522

Montgomery County Crisis Center: 240-777-4000

Washington County Mental Health: 301-739-2490

Baltimore Behavioral Health: 443-355-4301

Johns Hopkins Bayview Mobile: 410-663-4236

Virginia:

Fairfax/Falls Church CSB: 703-559-3000

East Center- Henrico Emergency Services: 804-222-2607

Loudoun County Mental Health Services: 703-771-5155

Eastern Shore CSB: 757-442-7707

Arlington County: 703-228-5150

Harrisonburg-Rockingham CSB: 540-434-1941

Manassas CSB: 703-792-7800

New River Valley CSB: 540-961-8300

Northwestern CSB: 540-459-5180

DC:

DC DBH Emergency Services: 202-673-9319

West Virginia:

Behavioral Health Services: 304-728-3716

If you are having thoughts of hurting yourself or others, please contact one of the agencies or call 911 for further assistance. Please go to your nearest hospital to be assessed.

If you need to contact us about an emergency, the best method is by phone 703-226-9815 (talk or text), If you cannot reach us by phone, please leave a voicemail and then follow up with a text message.

• **Dr. Kaufman Walker 703-226-9815**

Please note that SMS (normal phone text messages) or messaging on signal are not designed for emergency contact. SMS text messages occasionally get delayed and on rare occasions may be lost. So, please refrain from using SMS as your sole method of communicating with us in emergencies.

COMPLAINTS

We urge our clients to reach out should they have any questions or concerns. Dr. Kaufman Walker's phone number is 703-226-9815 or you can email her at therapist@TNPSNOVA.com.

As a member of the American Counseling Association (ACA), and Dr. Kaufman Walker has pledged to comply with the ACA code of ethics, which can be found at: <https://www.counseling.org/resources/aca-code-of-ethics.pdf>. If you feel these codes have violated and wish to make a complaint to the ACA, you can do so here: ethics@counseling.org.

If you are in Virginia when you received counseling services, Dr. Kaufman Walker is governed by regulations established by the Virginia Board of Counseling (VBC). These regulations can be accessed at: https://www.dhp.virginia.gov/counseling/counseling_laws_regs.htm. Again, If you feel these regulations have been violated and wish to make a complaint, you can do so here: https://www.dhp.virginia.gov/counseling/counseling_laws_regs.htm.

If you are in West Virginia when you received counseling services, Dr. Kaufman Walker is governed by regulations established by the West Virginia Board of Examiners in Counseling (WVBEC). WVBEC uses the ACA code of ethics (see above). If you feel these regulations have been violated and wish to make a complaint, you can find information here: <https://wvbec.org/wp-content/uploads/2021/08/Statement-of-Complaint-Form.pdf>.

If you were in the District of Columbia when you received counseling services and feel that the regulations have been violated and wish to make a complaint, you can find information here: https://dchealth.dc.gov/sites/default/files/dc/sites/doh/publication/attachments/DOH%20Complaint_Form.pdf.

Lastly, if you were in the State of Maryland when you received counseling services and feel that your regulations have been violated, you can find more information here: <https://health.maryland.gov/bopc/Pages/complaint.aspx>

I HAVE READ AND UNDERSTAND AND AGREE TO THE INFORMATION AND POLICIES DISCLOSED IN THIS NOTICE.

