

## NOTICE OF PRIVACY PRACTICES

**THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY**

Each time you visit a healthcare provider, a record of your visit is made. Typically, this record contains your symptoms, examination and test results, diagnoses, treatment, a plan for future care or treatment, and billing-related information. This notice applies to all records of your care generated by a provider of Psychological Health-Roanoke.

### **Our Responsibilities**

We are required by law to maintain the privacy of your health information and provide you a description of our privacy practices. We will abide by the terms of this notice.

### **HOW WE MAY USE AND DISCLOSE HEALTH INFORMATION ABOUT YOU**

The following categories describe examples of the way we use and disclose health information:

#### **For Treatment:**

We may use health information about you to provide treatment or services and continuity of care with other healthcare providers.

#### **For Payment:**

We may use and disclose health information about your treatment and services to bill and collect payment from you, or a third party payer. We may also tell your health plan about treatment you are going to receive to determine whether your plan will pay.

#### **For Health Care Operations:**

- To remind you that you have an appointment for medical care
- To tell you about health-related benefits or services

When disclosing information, primarily appointment reminders and billing/collections efforts, we may leave messages on your answering machine/voice mail.

#### **Future Communications:**

We may communicate to you via newsletters, mail outs or other means regarding treatment options and health related information.

#### **Law Enforcement/Legal Proceedings:**

We may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena.

### **YOUR HEALTH INFORMATION RIGHTS**

Although your health record is the physical property of Psychological Health- Roanoke you have the **RIGHT TO:**

#### **Inspect and Copy:**

You have the right to inspect and obtain a copy of the health information used to make decisions about your care. We may deny your request to inspect and copy in certain circumstances. If you are denied access you may request that the denial be reviewed. Another licensed health care professional chosen by Psychological Health-Roanoke will review your request and the denial. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review.

***Please turn over***

### **Amend:**

If you feel that your health information is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as the information is kept by or for Psychological Health-Roanoke. We may deny your request for an amendment and if this occurs, you will be notified of the reason for the denial.

### **An Accounting of Disclosures:**

You have the right to request an accounting of disclosures. This pertains to disclosures we make of your health information for purposes other than treatment where an authorization was not required.

### **Request Restrictions:**

You have the right to request a restriction or limitation on the health information we use or disclose about you. You also have the right to request a limit on the health information we disclose about you to someone who is involved in your care or the payment for your care. **We are not required to agree to your request.** If we do agree, we will comply with your request unless the information is needed to provide emergency treatment.

### **Request Confidential Communications:**

You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. For example, you may ask that we contact you at work instead of your home. Psychological Health-Roanoke will grant reasonable requests for confidential communications at alternative locations and/or via alternative means only if the request is submitted in writing and the written request includes a mailing address where the individual will receive bills for services and related correspondence. We reserve the right to contact you by other means and at other locations if you fail to respond to any communication from us that requires a response. We will notify you in accordance with your original request prior to attempting to contact you by other means or at another location.

### **A Paper Copy of This Notice:**

**You have the right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time.**

**To exercise any of your rights, please obtain the required forms from the Privacy Official and submit your request in writing.**

### **CHANGES TO THIS NOTICE**

We reserve the right to change this notice at any time.

### **COMPLAINTS**

If you believe your privacy rights have been violated, you may file a complaint with Psychological Health-Roanoke. You may also file a complaint with the Department of Health and Human Services. All complaints must be submitted in writing. **You will not be penalized for filing a complaint.**

### **OTHER USES OF HEALTH INFORMATION**

Other uses and disclosures of health information not covered by this notice or the laws that apply to us will be made only with your written permission. If you provide us permission to disclose health information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, we will no longer disclose health information about you for the reasons covered by your written authorization. You understand that we are unable to take back any disclosures we have already made with your permission, and that we are required to retain our records of the care that provided to

**Psychological Health-Roanoke-MINOR REGISTRATION**

Date: \_\_\_\_\_ Home Phone: \_\_\_\_\_  
Cell Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

Patient: \_\_\_\_\_  
                    First                                    Middle                                    Last

Address \_\_\_\_\_  
                    Street and PO Box  
\_\_\_\_\_  
                    City                                    State                                    Zip Code

Age \_\_\_\_\_ Gender \_\_\_\_\_ Birth Date \_\_\_\_\_ Social Security # \_\_\_\_\_

Responsible Party \_\_\_\_\_ DOB: \_\_\_\_\_  
Social Security # \_\_\_\_\_ Relation to patient: \_\_\_\_\_  
Employer/Address \_\_\_\_\_  
Occupation: \_\_\_\_\_ Employer Phone \_\_\_\_\_

**If custody is shared both responsible parties need to be listed:**

Responsible Party \_\_\_\_\_ DOB: \_\_\_\_\_  
Home Address (if different from above): \_\_\_\_\_  
Home #: \_\_\_\_\_ Cell#: \_\_\_\_\_ (if different than above)  
Social Security # \_\_\_\_\_ Relation to patient: \_\_\_\_\_  
Employer/Address \_\_\_\_\_  
Occupation: \_\_\_\_\_ Employer Phone \_\_\_\_\_

Do you have Medical Insurance? **If yes, Please provide a copy to the receptionist at time of check-in.**

**Subscriber Info for Insurance provided:** Name \_\_\_\_\_ Relation: \_\_\_\_\_  
DOB \_\_\_\_\_ SSN \_\_\_\_\_ Employer \_\_\_\_\_

**If No, then payment is due in full date of service.**  
\*\*\*\*\*

***REQUIRED INFORMATION:***

*In case of emergency, who should be notified?* \_\_\_\_\_

*Phone:* \_\_\_\_\_ *Relation to patient:* \_\_\_\_\_  
\*\*\*\*\*

I authorize treatment deemed necessary by the health care providers of Psychological Health- Roanoke.

I authorize Psychological Health-Roanoke to release to my health plan any and all information which it deems necessary regarding my care and treatment to insure prompt payment of all charges for services provided. I hereby assign the payment of all insurance benefits to Psychological Health- Roanoke for any and all charges incurred in connection with services provided to me. I also consent to a copy of this authorization and assignment being used in place of the original.

I understand fully that I remain responsible to pay Psychological Health-Roanoke for all charges not paid by either my insurance companies and/or employer, subject to the rules of any federal or state health insurance program such as Medicare or Medicaid, or to other contractual provisions that may limit a patient's responsibility to pay for medical costs and services. **Payment shall be due within thirty days of receipt of a statement.**

**A quote of benefits and/or authorization does not guarantee payment or verify eligibility. Payment of benefits are subject to all terms, conditions, limitations, and exclusions of the member's contract at time of service.**

I authorize Psychological Health-Roanoke to release to my health plan any and all information which it deems necessary regarding my care and treatment to insure prompt payment of all charges for services provided. I hereby assign the payment of all insurance benefits to Psychological Health- Roanoke for any and all charges incurred in connection with services provided to me. I also consent to a copy of this authorization and assignment being used in place of the original.

I understand fully that I remain responsible to pay Psychological Health-Roanoke for all charges not paid by either my insurance companies and/or employer, subject to the rules of any federal or state health insurance program such as Medicare or Medicaid, or to other contractual provisions that may limit a patient's responsibility to pay for medical costs and services. Payment shall be due within thirty days of receipt of a statement.

In consideration of the services rendered and to be rendered pursuant to my request for medical services from Psychological Health- Roanoke, I hereby waive any right to a jury trial should Psychological Health-Roanoke have to file suit to collect my account.

METHODS OF PAYMENT:

Our office accepts the following payment methods:

Cash, Personal Check and Credit Cards.

For returned checks we assess a \$50.00 NSF charge, and report to the local Commonwealth attorney's office checks that are not paid within 2 weeks of being returned to our office.

If fees are not paid, the patient understands that our office reports to an outside collection agency. In the event that your account is turned over for collections, patient agrees to pay all additional fees accessed in the collection of the debt. These fees include collection agency fees and attorney fees.

The parties agree that all claims, disputes and other matters of action shall be brought within and decided in the Commonwealth of Virginia.

*You agree, in order for us to service our account or to collect any amounts you may owe, that we may contact you by telephone at any telephone number associated with you account, including wireless telephone numbers, which could result in charges to you. We may also contact you by sending text messages or emails, using any email address you provide to use. Methods of contact may include using pre-recorded/artificial voice messages and/or use of an automatic dialing device, as applicable. I/We have read this disclosure and agree that the Lender/Creditor may contact me/us as described above.*

DO NOT SIGN UNTIL YOU HAVE READ AND UNDERSTAND THIS INFORMATION.

\_\_\_\_\_  
Responsible Party for Minor

\_\_\_\_\_  
Date

**Psychological Health- Roanoke**  
**Informed Consent for Treatment**

**Confidentiality**

Clinicians and staff in Psychological Health-Roanoke value the patient-therapist and patient-physician relationships and strive to keep all information confidential. We only release information to others with your written permission.

Here are some important exceptions to this confidentiality of which we want you to be aware. These include:

- Suspected child abuse or neglect
- Suspected abuse or neglect of an elderly or incapacitated adult
- Patient is thought to be an immediate threat to self or others
- Court-ordered releases with regard to legal actions
- Misconduct by a health care provider
- Workers Compensation
- If you are licensed or certified by a health regulatory board or hold a multistate license, and your condition places you or the public at risk
- For third party payers and their agents for purposes of reimbursement
- For crime investigation if it occurs on our premises

**Other Matters Related to Confidentiality**

- It may occasionally be helpful or necessary to consult about a patient with another professional. In these consultations, the physician/therapist makes every effort to avoid revealing the identity of the patient. The consultant is, of course, also legally bound to maintain confidentiality.
- If insurance reimbursement is requested, we are required to provide the insurer relevant information such as diagnosis and/or treatment plan.
- If the patient is under eighteen years of age, please be aware that while the specific content of therapy is confidential, parents have a right to receive general information on the progress of the treatment and have legal access to the record.

**I understand that my therapist will discuss my diagnosis as well as the method of treatment. The nature of the treatment has been described to me as well as possible side effects and alternative forms of treatment. I understand I may withdraw from treatment at any time, but if I decide to do this, I will discuss my plan with this physician/therapist before acting on it.**

**The physician/therapist has further discussed with me scheduling policies, fees to be charged, and matters relating to insurance, and if applicable, preauthorization and utilization review issues.**

**If you need to change an appointment, please give us a minimum 24 hours notice. We reserve the right to assess service charge to patients who break or fail to attend their appointment commitments with us and who fail to give us at least 24 hours notice of their intention to do so. Follow-up appointments will only be made when any outstanding co-payment balance is paid.**

**I have read the above; fully understand the diagnosis, the nature of treatment, the alternatives to this treatment, the fees, and the limits of confidentiality and give consent for treatment.**

**I acknowledge that I have been given the Psychological Health-Roanoke Notice of Privacy Practices. I understand that if I have questions or complaints that I should contact the Privacy Official. Patient Initial: \_\_\_\_\_**

Patient: \_\_\_\_\_ Date: \_\_\_\_\_

Provider: \_\_\_\_\_ Date: \_\_\_\_\_

## **PATIENT'S RIGHTS AND RESPONSIBILITIES**

### **Statement of Patient Rights**

- \*Patients have the right to be treated with dignity and respect.
- \*Patients have the right to fair treatment regardless of race, religion, gender, ethnicity, age, disability or source of payment.
- \*Patients have the right to have their treatment and other information kept private.
- \*Only in life-threatening situations or if required by law, can records be released without a signed consent from patients.
- \*Patients have the right to information from staff/providers in language they can understand.
- \*Patients have the right to an easy to understand explanation of their condition and treatment.
- \*Patients have the right to know all about their treatment choices regardless of cost coverage.
- \*Patients have the right to get information about services offered by their providers and patient role in the treatment process.
- \*Patients have the right to request professional information about their provider.
- \*Patients have the right to know the clinical guidelines used in providing and/or managing their care.
- \*Patients have the right to provide suggestions on office policies and procedures.
- \*Patients have the right to complain and to know about their complaint, grievance and appeals process.
- \*Patients have the right to know State and Federal laws governing their rights and responsibilities.
- \*Patients have the right to participate in the formation of their plan of care.

### **Statement of Patient Responsibilities**

- \*Patients are responsible for providing their medical provider with information needed to deliver quality care.
- \*Patients are responsible for informing their provider when/if their treatment plan is no longer effective.
- \*Patients are responsible to follow their treatment plans and to inform their provider of any changes to the treatment plan made by other providers including any changes in their medications.
- \*Patients are responsible for reviewing their care and treatment plans continuously and reporting effectiveness or ineffectiveness of the care plan to their provider.
- \*Patients are responsible for treating those giving them care with dignity and respect.
- \*Patients should not be involved in any conscious behavior that could endanger the safety of their provider, office staff or other patients.
- \*Patients are responsible for keeping their appointments, arriving on time and notifying the office of any cancellation at least 24 hours prior to the appointment.
- \*Patients are responsible for addressing questions about their care to their provider and ensure understanding of their care and their role in the treatment process.
- \*Patients are responsible for notifying their provider of any concerns regarding payment or insurance coverage.

***I understand my rights and responsibilities as stated above.***

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***Patient Signature***

***Date***

# Psychological Health Roanoke Financial Policies

Name \_\_\_\_\_

## Failed Appointment and Late Cancellation Policy

**WE ASK THAT YOU GIVE 24 HOURS NOTICE IF YOU  
INTEND TO CANCEL AN APPOINTMENT.**

Appointments cancelled with less than 24 hours notice and appointments not kept will result in a mandatory \$25 scheduling charge unless there is illness or an emergency. Your therapist may also bill you for your missed or cancelled appointment. Your insurance will not pay for missed or cancelled appointments. Please discuss this policy with your therapist.

## Co-Payment Policy

Insurance companies **require** us to collect applicable co-payments at **every** visit. If a co-payment is missed, it is to be paid at your next visit. **Failure to pay two consecutive co-payments will result in your not being able to schedule future appointments until paid.**

## Collection Policy

***Please note that all accounts 90 days in arrears are subject to be submitted to a collection agency. The amount will include the balance owed plus all collection agency fees.***

**I understand the Policies described above.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**PSYCHOLOGICAL HEALTH ROANOKE, PC**

2840 Electric Road, Suite 200

Roanoke, VA 24018

Tel: 540-772-5140 Fax: 540-772-5157

**PARENT/GUARDIAN CONTRACT**

\_\_\_\_\_  
Client's Name

\_\_\_\_\_  
Date of Birth

I/We have requested that Psychological Health Roanoke provide evaluation and treatment for my child, named above.

I/We have read the Office Policy Statement and the handout on Confidentiality and agree to adhere to the policies explained in these handouts.

I agree that to protect the confidential nature of my child's psychotherapy I will not call the treating therapist as a witness in any custody, visitation, support or other subsequent court proceedings. I have been advised that evaluations pertaining to custody issues should be done by neutral evaluators who assess all parties involved and that the child's therapist precludes acting as custody evaluator.

I understand that the charge will be \$135 for the initial session and \$101 for subsequent 45 minute sessions. This may differ as determined by your insurance company. Psychological Testing is billed at \$143 per hour including time for scoring and interpretation. There will be a charge of \$101 per hour for other professional services not covered by insurance. This includes report writing, telephone conversations lasting longer than 10 minutes, consultations and any other service you request. I understand that payment is due when the services are rendered. I have been informed that if for any reason there is an outstanding balance over 90 days, PHR will take action to collect this balance and I will be responsible for any additional collection fees and costs. By my signature below I attest that I will be responsible for these charges.

If at any time I/we decide that therapy is not benefitting my/our son/daughter, I/we agree to notify Psychological Health Roanoke in writing that the therapy is to be terminated. I/We agree to assume financial responsibility for all charges incurred. I/We also agree to discuss termination of therapy and termination of my/our financial responsibility for it with my/our son/daughter so that he/she will understand the reason(s) for these decisions.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Relationship & Signature of Parent/Guardian

If parents have joint legal custody, both parents need to sign permissions for their child to be seen here. A copy of this contract and the applicable handouts can be provided for the other parent.



**Non-Subpoena Contract for Clients in Couple, Family, or Child/Parent Therapy**

**ALL PARTIES ACKNOWLEDGE THAT THE GOAL OF PSYCHOTHERAPY IS THE AMELIORATION OF PSYCHOLOGICAL DISTRESS AND INTERPERSONAL CONFLICT, AND THAT THE PROCESS OF PSYCHOTHERAPY DEPENDS ON TRUST AND OPENNESS DURING THE THERAPY SESSIONS.**

It is understood that no party shall attempt to subpoena PHR or the treating therapist's records for a deposition or court hearing of any kind for any reason.

Therefore, it is understood by all parties that if they request services from PHR, they are expected not to use information given to during the therapy process for their own legal purposes or against any of the other parties in a court or judicial setting of any kind.

Further, any testimony that interested parties may request will be met with "I respectfully choose not to answer on the basis of therapist-client privileged communication," pursuant to:

**Virginia State Law Sec. 8.01-399. Communications between physicians and patients (Supreme Court Rule 2:505).**

**A. Except at the request or with the consent of the patient, or as provided in this section, no duly licensed practitioner of any branch of the healing arts shall be permitted to testify in any civil action, respecting any information that he may have acquired in attending, examining or treating the patient in a professional capacity.**

Any action to be taken to uphold this agreement and the integrity of the client/therapist relationship will result in all applicable fees and expenses. These fees and expenses include, but are not limited, to legal fees, fees for PHR staff time, phone calls, face to face meetings, and time away from the office. Any additional applicable fees and expenses incurred by any PRH staff member will also be assessed and charged.

Signed and Dated \_\_\_\_\_

Signed and Dated \_\_\_\_\_

Signed and Dated \_\_\_\_\_

Signed and Dated \_\_\_\_\_



Patient Name \_\_\_\_\_

Date \_\_\_\_\_

DOB \_\_\_\_\_

**Release for Coordination With Primary Care Physician:**

For the purpose of coordinating care, my behavioral healthcare practitioner may wish to release pertinent information about my current treatment to my primary care physician. I hereby authorize the use or disclosure of my individually identifiable health information. This release shall be valid until 365 days after my last date of treatment or until the time I revoke this release, which can be done at any time.

**Name of Primary Care Physician**

**I do not have a Primary Care Physician.**

(Check One) I do  I do NOT  give permission to the practitioner named above to exchange information about my current treatment with my primary care physician.

**SIGNATURE IS REQUIRED**

Patient (Guardian) Signature \_\_\_\_\_ Date \_\_\_\_\_

Signature of Witness \_\_\_\_\_ Date \_\_\_\_\_

***Below this line is to be completed by  
Psychological Health Roanoke Clinician***

To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dear Dr. \_\_\_\_\_:

In an effort to coordinate care, I want to inform you that your patient (named above) was seen by me on \_\_\_\_\_ for treatment of \_\_\_\_\_.

**Current recommendations for the type and setting of treatment include:**

- ( ) Individual Psychotherapy
- ( ) Family Psychotherapy
- ( ) Group Psychotherapy
- ( ) Inpatient Unit
- ( ) Evaluation
- ( ) Intensive Outpatient Program
- ( ) Partial Hospitalization Program

Comments: \_\_\_\_\_

If you need any further information, please contact me at 540-772-5140 or fax at 540-772-5157.

Sincerely,  
Clinician: \_\_\_\_\_



**Psychological  
Health  
Roanoke<sub>PC</sub>**

Patient Name \_\_\_\_\_

Date \_\_\_\_\_

DOB \_\_\_\_\_

### **Release for Coordination With Psychiatrist:**

For the purpose of coordinating care, my behavioral healthcare practitioner may wish to release pertinent information about my current treatment to my psychiatrist. I hereby authorize the use or disclosure of my individually identifiable health information. This release shall be valid until 365 days after my last date of treatment or until the time I revoke this release, which can be done at any time.

**Name of Psychiatrist**

**I do not have a psychiatrist.**

(Check One) I do  I do NOT  give permission to the practitioner named above to exchange information about my current treatment with my Psychiatrist.

**SIGNATURE IS REQUIRED**

Patient (Guardian) Signature \_\_\_\_\_ Date \_\_\_\_\_

Signature of Witness \_\_\_\_\_ Date \_\_\_\_\_

### **Below this line is to be completed by Psychological Health Roanoke Clinician**

To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dear Dr. \_\_\_\_\_:

In an effort to coordinate care, I want to inform you that your patient (named above) was seen by me on \_\_\_\_\_ for treatment of \_\_\_\_\_.

**Current recommendations for the type and setting of treatment include:**

- |   |  |
|---|--|
| <input type="checkbox"/> Individual Psychotherapy | <input type="checkbox"/> Evaluation                      |
| <input type="checkbox"/> Family Psychotherapy     | <input type="checkbox"/> Intensive Outpatient Program    |
| <input type="checkbox"/> Group Psychotherapy      | <input type="checkbox"/> Partial Hospitalization Program |

Inpatient Unit

Comments: \_\_\_\_\_

\_\_\_\_\_ If you need any further information, please contact me at 540-772-5140 or fax at 540-772-5157.

Sincerely,

Clinician: \_\_\_\_\_

Name \_\_\_\_\_ Date \_\_\_\_\_

### Beck Depression Inventory

As you fill out the questionnaire, read each item carefully and circle the number next to the answer for each of the twenty-one questions. If more than one answer applies to how you have been feeling, circle the higher number. If in doubt, make your best guess. Do not leave questions unanswered.

1. ( ) 0. I do not feel sad
  1. I feel sad
  2. I am sad all the time and I can't snap out of it
  3. I am so sad or unhappy that I can't stand it
2. ( ) 0. I am not particularly discouraged about the future
  1. I feel discouraged about the future
  2. I feel I have nothing to look forward to
  3. I feel that the future is hopeless and that things cannot improve
3. ( ) 0. I do not feel like a failure
  1. I feel I have failed more than the average person
  2. As I look back on my life, all I can see is a lot of failures
  3. I feel I am a complete failure as a person
4. ( ) 0. I get as much satisfaction out of things as I used to
  1. I don't enjoy things the way I used to
  2. I don't get real satisfaction out of anything anymore
  3. I am dissatisfied or bored with everything
5. ( ) 0. I don't feel particularly guilty
  1. I feel guilty a good part of the time
  2. I feel quite guilty most of the time
  3. I feel guilty all of the time
6. ( ) 0. I don't feel I am being punished
  1. I feel I may be punished
  2. I expect to be punished
  3. I feel I am being punished
7. ( ) 0. I don't feel disappointed in myself
  1. I am disappointed in myself
  2. I am disgusted with myself
  3. I hate myself
8. ( ) 0. I don't feel I am any worse than anybody else
  1. I am critical of myself for my weaknesses or mistakes
  2. I blame myself all the time for my faults
  3. I blame myself for everything bad that happens
9. ( ) 0. I don't have any thoughts of killing myself
  1. I have thoughts of killing myself, but I would never carry them out
  2. I would like to kill myself
  3. I would kill myself if I had the chance
10. ( ) 0. I don't cry more than usual
  1. I cry more now than I used to
  2. I cry all the time now
  3. I used to be able to cry, but now I can't cry even though I want to
11. ( ) 0. I am no more irritated by things than I ever am
  1. I am slightly more irritable now than usual
  2. I am quite annoyed or irritated a good deal of the time
  3. I feel irritated all the time now

SUBTOTAL \_\_\_\_\_

**TURN OVER FOR COMPLETION OF THIS FORM**

12. ( ) 0. I have not lost interest in other people  
1. I am less interested in other people than I use to be  
2. I have lost most of my interest in other people  
3. I have lost all of my interest in other people
13. ( ) 0. I make decisions about as well as I ever could  
1. I put off making decisions more than I used to  
2. I have greater difficulty in making decisions than before  
3. I can't make decisions at all anymore
14. ( ) 0. I don't feel that I look any worse than I used to  
1. I am worried that I am looking old or unattractive  
2. I feel that there are permanent changes in my appearance that make me look unattractive  
3. I believe that I look ugly
15. ( ) 0. I can work about as well as before  
1. It takes an extra effort to get started at doing something  
2. I have to push myself very hard to do anything  
3. I can't do any work at all
16. ( ) 0. I can sleep as well as usual  
1. I don't sleep as well as I used to  
2. I wake up 1-2 hours earlier than usual and find it hard to get back to sleep  
3. I wake up several hours earlier than I used to and cannot get back to sleep
17. ( ) 0. I don't get more tired than usual  
1. I get tired more easily than I used to  
2. I get tired from doing almost anything  
3. I am too tired to do anything
18. ( ) 0. My appetite is no worse than usual  
1. My appetite is not as good as it used to be  
2. My appetite is much worse now  
3. I have no appetite at all anymore
19. ( ) 0. I haven't lost much weight, if any, lately  
1. I have lost more than five pounds  
2. I have lost more than ten pounds  
3. I have lost more than fifteen (15) pounds  
I am purposely trying to lose weight by eating less \_\_\_\_\_ Yes \_\_\_\_\_ No
20. ( ) 0. I am no more worried about my health than usual  
1. I am worried about physical problems such as aches and pains or upset stomach or constipation  
2. I am very worried about physical problems and it's hard to think of much else  
3. I am so worried about my physical problems that I cannot think about anything else
21. ( ) 0. I have not noticed any recent change in my interest in sex  
1. I am less interested in sex than I used to be  
2. I am much less interested in sex now  
3. I have lost interest in sex completely

TOTAL \_\_\_\_\_

NAME \_\_\_\_\_ DATE: \_\_\_\_\_

### THE MOOD DISORDER QUESTIONNAIRE

If you are currently suffering from depression or have had problems with depression in the past- please answer the following questions.

1.	<b>Was there ever a time when you did not feel like yourself and...</b>	<u>YES</u>	<u>NO</u>
	...you felt so good, upbeat and energetic that others felt you were not acting like yourself ?		
	...were acting so hyperactive that you got into trouble?		
	...you were so irritable that you shouted at people or started fights or arguments?		
	...you felt much more self-confident than usual?		
	...you got much less sleep than normal and found you didn't really miss it?		
	...you were much more talkative or spoke faster than usual?		
	...thoughts raced through your head or you couldn't slow your mind down?		
	...you were so easily distracted by things around you that you had trouble concentrating or staying on track?		
	...you had much more energy than usual?		
	...you were much more active or did many more things than usual?		
	...you were much more social or outgoing than usual, for example, you telephoned friends in the middle of the night?		
	...you were much more interested in sex than usual?		
	...you did things that were unusual for you or that other people might have thought were excessive, foolish, or risky?		
	...spending money got you or your family into trouble?		
2.	<b>If you checked YES to more than one of the above, have several of these ever happened during the same period of time? <i>Please circle one response only.</i></b>	<u>YES</u>	<u>NO</u>
3.	<b>How much of a problem did any of these cause you-like being unable to work; having family, money, or legal troubles; getting into arguments or fights? <i>Please circle one response only.</i></b>	<u>No Problem</u>  <u>Moderate Problem</u>	<u>Minor Problem</u>  <u>Serious Problem</u>

Name \_\_\_\_\_ Date: \_\_\_\_\_

(0) Not at all      (1) Somewhat      (2) Moderately      (3) A lot

### **THE BURNS ANXIETY INVENTORY**

Instructions: The symptoms of anxiety can be divided into those affecting feelings, thoughts, and the body. To find out the level of your anxiety, put the number in the space to the left that best describes how much that symptom or problem has bothered you during the past week.

#### **CATEGORY 1            ANXIOUS FEELINGS**

- \_\_\_ Anxiety, nervousness, worry or fear
- \_\_\_ Feeling that things around you are strange, unreal, or foggy
- \_\_\_ Feeling detached from all or part of your body
- \_\_\_ Sudden, unexpected panic spells
- \_\_\_ Apprehension or a sense of impending doom
- \_\_\_ Feeling tense, stressed, "uptight", or on edge

#### **CATEGORY 2            ANXIOUS THOUGHTS**

- \_\_\_ Difficulty concentrating
- \_\_\_ Racing thoughts or having your mind jump from one thing to the next
- \_\_\_ Frightening fantasies or daydreams
- \_\_\_ Feeling that you're on the verge of losing control
- \_\_\_ Fears of cracking up or going crazy
- \_\_\_ Fears of fainting or passing out
- \_\_\_ Fears of physical illness or heart attacks, or dying
- \_\_\_ Concerns about looking foolish or inadequate in front of others
- \_\_\_ Fears of being alone, isolated, or abandoned
- \_\_\_ Fears of criticism or disapproval
- \_\_\_ Fears that something terrible is about to happen

#### **CATEGORY 3            PHYSICAL SYMPTOMS**

- \_\_\_ Skipping or racing or pounding of the heart (sometimes called palpitations)
- \_\_\_ Pain, pressure, or tightness in the chest
- \_\_\_ Tingling or numbness in the toes or fingers
- \_\_\_ Butterflies or discomfort in the stomach
- \_\_\_ Constipation or diarrhea
- \_\_\_ Restlessness or jumpiness
- \_\_\_ Tight, tense muscles
- \_\_\_ Sweating not brought by heat
- \_\_\_ A lump in the throat
- \_\_\_ Rubbery or "jelly" legs
- \_\_\_ Feeling dizzy, light-headed, or off balance
- \_\_\_ Choking or smothering sensations or difficulty breathing
- \_\_\_ Headaches or pains in the neck or back
- \_\_\_ Hot flashes or cold chills
- \_\_\_ Feeling tired, weak, or easily exhausted

PSYCHOLOGICAL HEALTH - ROANOKE  
INTAKE INFORMATION

*PLEASE HELP US BE OF ASSISTANCE TO YOU BY  
THOROUGHLY COMPLETING THIS QUESTIONNAIRE.*

DATE: \_\_\_\_\_

AGE: \_\_\_\_\_

NAME: \_\_\_\_\_

WHO REFERRED YOU TO OUR DEPARTMENT? \_\_\_\_\_

BRIEFLY STATE WHAT BROUGHT YOU HERE, AND HOW IT DEVELOPED:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ON THE SCALE BELOW, ESTIMATE THE SEVERITY OF YOUR SYMPTOMS (CHECK ONE):

\_\_\_\_\_  
MILDLY  
UPSETTING

\_\_\_\_\_  
MODERATELY  
SEVERE

\_\_\_\_\_  
SEVERE

\_\_\_\_\_  
EXTREMELY  
SEVERE

\_\_\_\_\_  
INCAPACITATING

WHOM HAVE YOU CONSULTED ABOUT THE ABOVE AND WHAT HAVE YOU TRIED?  
(PLEASE INCLUDE NAME(S) OF PREVIOUS COUNSELORS)

\_\_\_\_\_  
\_\_\_\_\_

EDUCATIONAL BACKGROUND

HIGHEST EDUCATIONAL DEGREE OR VOCATIONAL PROGRAM: \_\_\_\_\_

SCHOOL ATTENDED: \_\_\_\_\_ YEAR COMPLETED: \_\_\_\_\_ GPA: \_\_\_\_\_

MEDICAL/LIFESTYLE INFORMATION

HEIGHT? \_\_\_\_\_ WEIGHT? \_\_\_\_\_ WHEN WAS YOUR LAST EXAM? \_\_\_\_\_

DOCTORS NAME: \_\_\_\_\_

PLEASE LIST ANY SURGICAL OPERATIONS OR MAJOR HEALTH PROBLEMS:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**MEDICAL INFORMATION**

**PLEASE LIST ANY SIGNIFICANT ACCIDENTS:** \_\_\_\_\_

**HAVE YOU EVER RECEIVED A HEAD INJURY?** \_\_\_\_\_ **IF SO, WHEN?** \_\_\_\_\_

**HAVE YOU EVER HAD A SEIZURE?** \_\_\_\_\_ **IF SO, WHEN?** \_\_\_\_\_

**PLEASE LIST ALL MEDICATIONS YOU TAKE (INCLUDE DOSAGE AND SIDE EFFECTS):**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**LIST ANY ALLERGIES OR DRUG SENSITIVITIES:**

\_\_\_\_\_  
\_\_\_\_\_

**IF YOU WORK WITH OR HAVE CONTACT WITH CHEMICALS PLEASE LIST THEM:** \_\_\_\_\_

\_\_\_\_\_

**CHECK THE HOSPITALS WHERE YOU HAVE RECEIVED INPATIENT PSYCHIATRIC TREATMENT AND/OR SUBSTANCE ABUSE:**

- |  |   |
|--|---|
| <input type="checkbox"/> ROANOKE MEMORIAL HOSPITAL | <input type="checkbox"/> ST ALBANS PSYCHIATRIC HOSPITAL |
| <input type="checkbox"/> CATAWBA HOSPITAL          | <input type="checkbox"/> LEWIS GALE MEDICAL CENTER      |
| <input type="checkbox"/> MT. REGIS                 | <input type="checkbox"/> VIRGINIA BAPTIST HOSPITAL      |
| <input type="checkbox"/> UNIVERSITY OF VIRGINIA    | <input type="checkbox"/> LIFE CENTER OF GALAX           |
| <input type="checkbox"/> OTHER :                   | _____   |

**WHAT ARE YOUR EXERCISE HABITS?** \_\_\_\_\_

\_\_\_\_\_

**WHAT DO YOU DO FOR RELAXATION OR FUN?** \_\_\_\_\_

\_\_\_\_\_

**DESCRIBE YOUR USE OF ALCOHOL, CIGARETTES & STREET DRUGS. HOW MUCH? HOW OFTEN?:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## **STRESS CHECKLIST (ADULTS)**

PLEASE CHECK ALL THAT APPLY *OVER THE PAST YEAR:*

- |   |  |
|---|--|
| <input type="checkbox"/> DEATH OF SPOUSE                          | <input type="checkbox"/> DIVORCE                     |
| <input type="checkbox"/> MARITAL SEPARATION                       | <input type="checkbox"/> JAIL TERM                   |
| <input type="checkbox"/> PERSONAL INJURY OR ILLNESS               | <input type="checkbox"/> MARRIAGE                    |
| <input type="checkbox"/> DEATH OF CLOSE FAMILY MEMBER             | <input type="checkbox"/> FIRED AT WORK               |
| <input type="checkbox"/> CHANGE IN HEALTH OF FAMILY MEMBER        | <input type="checkbox"/> RETIREMENT                  |
| <input type="checkbox"/> MARITAL RECONCILIATION                   | <input type="checkbox"/> SEX DIFFICULTIES            |
| <input type="checkbox"/> PREGNANCY AND/OR ABORTION                | <input type="checkbox"/> GAIN OF NEW FAMILY MEMBER   |
| <input type="checkbox"/> BUSINESS ADJUSTMENT                      | <input type="checkbox"/> DEATH OF CLOSE FRIEND       |
| <input type="checkbox"/> CHANGE IN FINANCIAL STATE                | <input type="checkbox"/> CHANGE IN SCHOOL            |
| <input type="checkbox"/> CHANGE IN RESIDENCE                      | <input type="checkbox"/> TROUBLE WITH BOSS           |
| <input type="checkbox"/> CHANGE TO DIFFERENT LINE OF WORK         | <input type="checkbox"/> BEGIN OR END OF SCHOOL      |
| <input type="checkbox"/> CHANGE IN RESPONSIBILITIES AT WORK       | <input type="checkbox"/> CHANGE IN RECREATION        |
| <input type="checkbox"/> CHANGE IN WORK HOURS/CONDITIONS          | <input type="checkbox"/> SPOUSE BEGIN OR STOP WORK   |
| <input type="checkbox"/> FORECLOSURE MORTGAGE/LOAN                | <input type="checkbox"/> CHANGE IN LIVING CONDITIONS |
| <input type="checkbox"/> CHANGE IN NUMBER OF SPOUSE ARGUMENTS     | <input type="checkbox"/> CHANGE IN CHURCH ACTIVITY   |
| <input type="checkbox"/> SON/DAUGHTER LEAVING HOME                | <input type="checkbox"/> TROUBLE WITH IN-LAWS        |
| <input type="checkbox"/> INVOLVEMENT IN EXTRAMARITAL AFFAIR       | <input type="checkbox"/> REVISION OF PERSONAL HABITS |
| <input type="checkbox"/> OUTSTANDING PERSONAL ACHIEVEMENT         | <input type="checkbox"/> CHANGE IN SOCIAL ACTIVITIES |
| <input type="checkbox"/> CHANGE IN SLEEPING HABITS                | <input type="checkbox"/> CHANGE IN EATING HABITS     |
| <input type="checkbox"/> CHANGE IN NUMBER OF FAMILY GET TOGETHERS | <input type="checkbox"/> MINOR VIOLATIONS OF THE LAW |

## **CHECKLIST FOR ADOLESCENTS**

**(PLEASE CHECK ALL THAT APPLY)**

- |   |   |
|---|---|
| <input type="checkbox"/> PARENT DIED                              | <input type="checkbox"/> PARENTS DIVORCED                 |
| <input type="checkbox"/> PARENT TRAVEL AS PART OF JOB             | <input type="checkbox"/> PARENTS SEPARATED                |
| <input type="checkbox"/> CLOSE FAMILY MEMBER DIED                 | <input type="checkbox"/> PERSONAL ILLNESS /INJURY         |
| <input type="checkbox"/> PARENT REMARRIED                         | <input type="checkbox"/> PARENT FIRED FROM JOB            |
| <input type="checkbox"/> PARENTS RECONCILED                       | <input type="checkbox"/> MOTHER GOES TO WORK              |
| <input type="checkbox"/> CHANGE IN HEALTH OF FAMILY MEMBER        | <input type="checkbox"/> MOTHER BECAME PREGNANT           |
| <input type="checkbox"/> SCHOOL DIFFICULTIES                      | <input type="checkbox"/> SCHOOL ADJUSTMENT                |
| <input type="checkbox"/> BIRTH OF SIBLING                         | <input type="checkbox"/> STARTED A NEW ACTIVITY           |
| <input type="checkbox"/> CHANGE IN FAMILY'S FINANCIAL CONDITION   | <input type="checkbox"/> INJURY/ILLNESS OF CLOSE FRIEND   |
| <input type="checkbox"/> CHANGE IN NUMBER OF FIGHTS WITH SIBLINGS | <input type="checkbox"/> THREATENED BY VIOLENCE AT SCHOOL |
| <input type="checkbox"/> THEFT OF PERSONAL POSSESSION             | <input type="checkbox"/> CHANGE IN RESPONSIBILITIES       |
| <input type="checkbox"/> OLDER BROTHER/SISTER LEFT HOME           | <input type="checkbox"/> TROUBLE WITH GRANDPARENTS        |
| <input type="checkbox"/> OUTSTANDING PERSONAL ACHIEVEMENT         | <input type="checkbox"/> MOVE TO ANOTHER CITY             |
| <input type="checkbox"/> MOVE TO ANOTHER PART OF TOWN             | <input type="checkbox"/> RECEIVED OR LOST PET             |
| <input type="checkbox"/> CHANGE IN PERSONAL HABITS                | <input type="checkbox"/> TROUBLE WITH TEACHER             |
| <input type="checkbox"/> MOVE TO A NEW HOUSE                      | <input type="checkbox"/> CHANGE IN NEW SCHOOL             |
| <input type="checkbox"/> CHANGES IN SLEEP                         | <input type="checkbox"/> VACATION WITH FAMILY             |
| <input type="checkbox"/> CHANGE OF FRIENDS                        | <input type="checkbox"/> CHANGE IN EATING                 |
| <input type="checkbox"/> CHANGE IN NUMBER OF FAMILY GET TOGETHERS | <input type="checkbox"/> CHANGES IN AMOUNT OF TV VIEWING  |
| <input type="checkbox"/> PUNISHED FOR NOT TELLING THE TRUTH       |   |

Place a checkmark before all that apply to you:

- Current use of alcohol
- Current use of drugs (other than prescribed)
- Inappropriate use of prescription medications
- Alcohol use is or has been a problem
- Drug use is or has been a problem
- Instances of poor judgment related to substance use
- Others have been concerned about my drinking
- Others have been concerned about my drug use
- Instances of inappropriate drinking and driving
- Instances of mixing drugs and alcohol
- Use of alcohol or drugs as a method of coping
- Use of alcohol or drugs to feel more comfortable socially
- "Self-medicating" with alcohol or drugs
- Past treatment for substance use
- History of efforts to control or cut down alcohol or drug use
- History of legal problems related to alcohol or drug use
- Family members with a history of excessive alcohol use
- Some problems with gambling
- Some problems with compulsive sexual behavior
- Spending too much time on the computer and/or gaming
- Overspending
- Overworking
- Tobacco Addiction (Cigarettes, Cigars, Smokeless)
- Other Excessive Behaviors

# Psychological Health Roanoke

## Electronic Communications/Social Media Policy

Psychological Health Roanoke is required to follow standard HIPAA regulations. To assure your right to have your privacy protected, we ask you to join us in adhering to the following standards. Your therapist will review and/or discuss any questions you may have related to this policy. Thank you for taking time to review this information and sign accordingly.

### We offer the following secure communication services:

- Telephone contact is available during business hours with our reception staff.
- We have the capability to encrypt outgoing email messages to secure your privacy rights. When receiving an encrypted message, you will be prompted to set up a password which you should retain for future communications. Please be aware that emails and texts are considered part of the clinical record and will be recorded in your chart.
- We publish an informative mental health blog on our website, [www.psychhealthroanoke.com](http://www.psychhealthroanoke.com). You are welcome to visit our blog posts.

### The following are NOT secure and/or confidential forms of communication:

- Mobile phone or texting
  - Unencrypted email
  - Social Media sites such as Facebook, Linked In, Twitter, Instagram, etc. Clinicians are NOT permitted to accept friend requests from current or former clients. Adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship.
  - You may email us at [scheduling@psychhealthroanoke.com](mailto:scheduling@psychhealthroanoke.com) for quick, administrative issues such as changing appointment times.
- .....

### Please Initial One Below and Sign:

\_\_\_\_\_ I choose to use encrypted email to ensure the maximum degree of confidentiality.

\_\_\_\_\_ I am accepting the risk of non-secure or encrypted email, mobile phones and texting. I understand the risks to confidentiality and am aware these are not secure forms of electronic communication.

I have read and understand the above policy. I understand that there are risks to confidentiality if I were to choose to avoid encrypted email or other electronic communication methods.

\_\_\_\_\_  
Please print patient's name

\_\_\_\_\_  
Provider

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Psychological Health Roanoke**  
**Informed Consent for Telehealth**

This informed consent for telehealth contains important information focusing on therapy by using the phone or the internet. Please read this carefully and let me know if you have any questions. This signed document represents an agreement between us.

**Benefits and risks of telehealth**

Telehealth provides psychotherapy services remotely using telecommunications technologies, such as videoconferencing or telephone. One of the benefits of telehealth is that the client and clinician can engage in services without being in the same physical location. This may be helpful in situations in which the client and clinician are not able to meet in person. Both the clinician and the client must be located in Virginia during the scheduled session. Telehealth, however, requires technical competence on both our parts to be helpful. Although there are benefits to telehealth, there are some differences between in- person psychotherapy and telehealth, as well as some risks.

**For example:**

- Risks to confidentiality- Because telehealth sessions take place outside of the therapist's private office, there is potential for other people to overhear sessions if you are not in a private place during the session. On my end I will take reasonable steps to ensure your privacy. But it is important for you to make sure you find a private place for your session where you will not be interrupted. It is also important for you to protect the privacy of our session on your cell phone or other device. You should participate in therapy only while in a room or area where other people are not present and cannot overhear the conversation.
- Issues related to technology- There are many ways that technology issues might impact telehealth. For example, technology may stop working during a session, other people might be able to get access to our private conference station, or store data could be accessed by unauthorized people or companies.
- Crisis management and intervention- Usually, I will not engage in telehealth clients who are currently in a crisis or may requiring high levels of support and intervention. Before engaging in telehealth, we will develop an emergency response plan to address potential crisis situations that may arise during our telehealth work.

**Electronic communications**

We will decide together which type of telehealth service to use. You may have to have certain computer or cell phone systems to use telehealth services. You are solely responsible for any cost to you to obtain any necessary equipment, accessories, or software to take part in telehealth.

For communication between sessions, I only use email communication and text messaging with your permission and only for administrative purposes unless we have made other arrangements. This means that email exchanges and text messages with my office should be limited to administrative matters. This includes things like setting and changing appointments, billing matters, and other related issues. You should be aware that I cannot guarantee the confidentiality of any information communicated by email

or text. Therefore, I will not discuss any clinical information by email or text and prefer that you do not either. Also, I do not regularly check my email or texts, nor do I respond immediately, so these methods **should not** be used if there is an emergency.

Treatment is most effective when clinical discussions occur at your regularly scheduled sessions. But if an urgent issue arises, you should feel free to attempt to reach me by phone. I will try to return your call within 24 hours except on weekends and holidays. If you are unable to reach me and feel you cannot wait for me to return your call, contact your family physician, psychiatrist, or the nearest emergency room. If I will be unavailable for an extended time, feel free to call our office. To reach a receptionist, call 540 –772–5140.

### **Confidentiality**

I have a legal and ethical responsibility to make my best efforts to protect all communications that are a part of our telehealth. However, the nature of electronic communication technologies is such that I cannot guarantee that our communications will be kept confidential or that other people may not gain access to our communications. I will try to use updated encryption methods, firewalls, and backup systems whenever possible to help keep your information private, but there is a risk that our electronic communications may be compromised, unsecured, or accessed by others. You should also take reasonable steps to ensure the security of our communications. For example, only use secure networks for telehealth sessions and have passwords to protect the device you use for telehealth. The extent of confidentiality and the exceptions to confidentiality that was described in the Psychological Health Roanoke informed consent document still applies in telehealth. Please let me know if you have any questions about exceptions to confidentiality.

### **Appropriateness of telehealth**

From time to time we may schedule in-person sessions to check in with one another. I will let you know if I decide that telehealth is no longer the most appropriate form of treatment for you. We will discuss options of engaging in in-person counseling or referrals to another professional in your location who can provide appropriate services.

### **Emergencies and technology**

Assessing and evaluating threats and other emergencies can be more difficult when conducting telehealth than in traditional in-person therapy. To address some of these difficulties, we will create an emergency plan before engaging telehealth services. I will ask you to identify an emergency contact person who is near your location and whom I will contact in the event of a crisis or emergency to assist in addressing the situation. I will ask that you sign a separate authorization form allowing me to contact your emergency contact person as needed during such crisis or emergency.

If the session is interrupted for any reason, such as the technological connection fails, and you are having an emergency, do not call me back; instead, call 911 or go to your nearest emergency room. Carilion Clinic has the Connect program (540-981-8181 or 800-284-8898) for psychiatric emergencies. Call me back after you have called or obtained emergency services.

If the session is interrupted and you are not having an emergency, please disconnect the session and I will wait 2 minutes and then re-contact you via telehealth platform on which we agreed to conduct

therapy. If you do not receive a call back within 2 minutes, then call me on the phone number I have provided you. If there is a technological failure and we are unable to resume the connection, you will only be charged a prorated amount of actual session time.

**Fees**

The same fee rates will apply for telehealth as apply for in-person psychotherapy. However, insurance or other managed care providers may not cover sessions that are conducted via telecommunication. If your insurance, HMO, third-party payer, or other managed care provider does not cover electronic psychotherapy sessions, you will be solely responsible for the entire fee of session. Please contact your insurance company prior to our engaging in telehealth sessions in order to determine whether the sessions will be covered. Our financial office can provide assistance with this.

**Records**

The telehealth sessions shall not be recorded in any way unless agreed to in writing by mutual consent. I will maintain a record of our session in the same way I maintain records of in-person sessions in accordance with our policies.

**Informed consent**

This agreement is intended as a supplement to the general informed consent that we agreed to at the outset of our clinical work together and does not amend any of the terms of that agreement. Your signature below indicates agreement with its terms and conditions.

\_\_\_\_\_  
Client

\_\_\_\_\_  
Date

\_\_\_\_\_  
Therapist

\_\_\_\_\_  
Date