

RIVER VALLEY

PSYCHOLOGICAL SERVICES

Disclosure Statement

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Welcome

It is a pleasure to welcome you as a new patient. This document contains important information about my professional experience, services, and business policies. Please discuss with me any questions you may have regarding any of the information provided in this disclosure.

Education and Experience

I am a Licensed Mental Health Counselor (LH61036586) in the state of Washington. I am certified by the National Board of Certified Counselors, a private certifying agency that recognizes counselors who have distinguished themselves through meeting the board's standards for education, knowledge, and experience. My education includes a Bachelor of Arts in Psychology from Eastern Washington University and a Masters in Clinical Mental Health Counseling from the City University of Seattle. The graduate program I completed is accredited by the Council on Accreditation of Counseling and Related Education Programs (CACREP). Upon completion of my graduate degree, I have worked as a mental health professional in a community mental health setting for three years before beginning my private practice in 2020. In addition to my education and work experience, I regularly participate in trainings to stay on top of current developments in treatment and to expand my expertise in the field.

Treatment Orientation

I see adults with a wide range of concerns, including depression, anxiety, posttraumatic stress disorder (PTSD), adjustment disorders, stress management, relationship concerns, grief & loss, self-esteem, LGBTQ+ topics, anger management and career challenges. My approach utilizes a wide variety of approaches, including cognitive-behavioral, client-centered, Eye Movement Desensitization Reprocessing therapy (EMDR), Solution Focused/Brief therapy, Dialectical Behavioral Therapy (DBT), Motivational Interviewing, and Strength-Based methods. My goal is to create a safe environment where clients can actively explore their concerns and develop their own goals.

The Therapy Process

Typically, the first one to three sessions are used to learn more about your presenting problems. If it is determined after the assessment that my expertise does not meet your needs, I may refer you to another therapist. Likewise, you may also seek services from another provider if you feel like our therapeutic relationship is not a good fit. I am more than happy to provide referrals to competent providers. If I believe I can be of help to you after the assessment, we will discuss a plan for treatment. Therapy will continue until goals are met, or until you decide to discontinue therapy. If you do feel like you want to end our therapy sessions, please discuss it with me beforehand so we can tie up any loose ends before our last session. It should be noted that while therapy can result in a number of benefits, working towards these requires effort on your part, and can often result in some discomfort and emotional pain before you begin to show signs of improvement. This is all part of the process and I will do everything I can to assist you along the way.

Client Rights

As a client receiving psychological services, you have the right to the following: a) to have full and complete knowledge of my qualifications and training; b) to be informed regarding the terms under which services will be provided; c) to discuss your treatment with anyone you choose, including seeing another therapist for a second opinion; d) to refuse treatment; e) to have access to your treatment records, and to have information shared with another therapist, or another party, upon signing a release of information; and f) to end treatment at any time and request a referral to another therapist. You also have the right to file a complaint with the Department of Health at any time you believe that a licensed mental health counselor has demonstrated unprofessional conduct (as defined in RCW.18.83.121). Questions and complaints may be directed to the Washington State Department of Health at: HSQA Complaint Intake, PO Box 47857, Olympia, WA 98504-7857, (360) 236-4700.

Privacy and Confidentiality

Your rights regarding use and disclosure of healthcare information are in accordance with the Health Insurance Portability and Accountability Act (HIPAA). All information that you share in session is kept strictly confidential. Specific information can only be released with your prior consent or the consent of your parent or legal guardian. I may ask you for written permission to share information with other health care providers to facilitate the appropriate coordination of care. However, please be informed of the following situations in which I may be required ethically and/or legally to release information otherwise regarded as confidential: **(1)** when a person is in immediate danger to themselves and others; **(2)** in cases of suspected abuse or neglect of children or vulnerable adults; and **(3)** when the records are subpoenaed by a court of law; and **(4)** if I discover another professional has acted unethically. In addition, I may need to exchange information with your medical providers as necessary for treatment and for reimbursement by third party

payers (such as insurance companies if you are using your health insurance to help pay for the cost of my services). I may also be required to release information to comply with an investigation by the State Board of Health, or if you disclose that you have an HIV infection that is not being monitored by a physician and have a sexual partner. I will make every effort to discuss releasing this information with you before taking action.

Fees & Payment

My fees are comparable to those of other mental health therapists in the area. Please contact the office to obtain updated fee information. Payment is due at the time of service unless other arrangements are made in advance. I am contracted with most insurance companies and also accept payment out of pocket. Please verify that your insurance will be covered before attending the first appointment. The amount you owe will depend on your co-pay or the percentage your health insurance plan requires you to pay. It is your responsibility to understand your insurance benefits. Please contact the office if you need assistance.

Additional professional services including consultation and preparation of documents will require a different fee that will be discussed beforehand. If I am called to court on your behalf, there will be an agreed upon hourly fee that includes my time spent in preparation, transportation, waiting, and testifying.

Any overdue accounts will be sent to a collection agency, and I reserve the right to cancel future appointments if you have an unpaid balance or have repeated no shows or cancellations.

Cancellation Policy

If you need to cancel an appointment, please contact the office 24 hours in advance to let me know. *If you miss a session without cancelling, or cancel with less than 24 hours notice, you will be charged the full fee.* Please note that insurance companies do not cover missed appointments.

Appointments and Contact Information

Scheduled appointments last for approximately 50 minutes. Please make every effort to show up on time, as this time is specifically reserved for you. However, if you arrive late, you will be able to utilize the remaining time available.

During my office hours, I can be reached at (425) 228-5336. If I am unable to take your call, please leave a message on my confidential voicemail (425) 496-7897 ext. 82 and I will get back to within a reasonable amount of time. If you have an urgent issue after hours, please call the **24-hour King County Crisis Line at (206) 461-3222**. If it is a life-threatening emergency, please dial 911 or go to the nearest emergency room.

Your signature below indicates that you have read the information in this disclosure statement and agree to its terms during the course of your treatment. You will be given a copy of this disclosure for your records. I look forward to working with you!

Printed Name

Client Signature

Date

Jennifer Moore, MA, LMHC

Date