

TO NEW PATIENTS OF DR. MARY HENDRICKSON

January 2013

It's a pleasure to welcome you as a new patient. The following information is provided to answer frequently asked questions about my practice and to tell you more about the practice of psychotherapy.

Regarding my background, I am a licensed clinical psychologist in Washington (PY2719). I received my doctoral degree in psychology in 1997 from Finch University of Health Sciences/Chicago Medical School in North Chicago, IL (now named Rosalind Franklin University of Medicine and Science). My training in graduate school emphasized health psychology for adults and children, and I had a one-year internship in pediatric (child health) psychology at Michigan State University. I have also worked as a psychologist in New Mexico. Now in my practice I work with individual adults. My theoretical orientation is generally cognitive-behavioral but I also integrate other approaches, such as biological or developmental understanding, psychoeducational interventions, and EMDR (eye-movement desensitization and reprocessing).

Typically the first two to three sessions will be used to evaluate the problem, discuss the form that treatment may take, and to outline your treatment goals. Assessment of the problem may also include psychological tests to help my understanding of your concerns. At the conclusion of the assessment phase we will discuss treatment recommendations and goals. At any time you may refuse treatment, request a change in treatment approach, or request a referral to another therapist. I encourage, however, discussion of these options so that we can work out any problems that may arise in the therapeutic relationship.

All issues discussed in evaluation and treatment are confidential. This means I will ask you for written permission to communicate with others (for example, doctor or spouse). By law, information regarding evaluation and treatment may only be released with the patient's written consent, or for children under age 13 the written consent of the child's parent or guardian. Under Washington State law, patients age 13 and older have the right to confidentiality. Regardless of age, the law requires the release of confidential information in certain situations. These include: suspected abuse or neglect of a child or vulnerable adult (adults physically or mentally not able to care for themselves); potential suicidal behavior; threatened harm to another person; or if required by court order or subpoena. Patients may receive, on request, a copy of their therapist's privacy practices. Patients have rights regarding their records, including the right to see or have a copy of their record (unless the therapist feels it is in the patient's best interest not to do so), to request amendments, to request a list of disclosures or restrict disclosures, and to have any complaints about the therapist's policies and procedures recorded in their treatment

record. The accompanying brochure, *Considering Seeking Help from a Psychologist*, provides additional information on the practice of psychology, including licensing information and who to contact if you have a question or concern. For concerns about unprofessional or unethical conduct contact: Examining Board of Psychology, Department of Health, 1300 Quince Street SE, P.O. Box 47869, Olympia, WA 98504-7869; phone (360) 753-2147.

I practice in the Issaquah office of River Valley Psychological Services; office hours are from 9:00 AM to 5:00 PM Monday through Friday. You can leave me a message at my confidential voice mail (425-270-2019) and I will call you back, typically during business hours. Or you may leave a message with the office manager (425-391-0887) during business hours. Because I may not always be available for urgent situations or emergencies after office hours or on weekends, you may contact the therapist on-call for River Valley Psychological Services by calling 425-391-0887 and choosing the therapist on-call option. Or call the 24-hour Crisis Line (206-461-3222). If the situation is a life-threatening emergency, please call 911 or go to your nearest emergency room. Our main/business office in Renton is open from 9:00 AM to 5:00 PM Monday through Friday (425-228-5336).

Sessions last approximately 45-50 minutes. All appointments are scheduled with me. If you need to cancel an appointment, give at least 24-hours notice. Please note that appointments that are missed or cancelled late without this advance notice will be charged a full fee. Insurance companies will not pay for missed or cancelled appointments and you will be responsible for these charges. (If it snows call the office to see if we will meet.)

Please discuss with me the fee for the initial office consultation/patient registration and the fee for each visit thereafter. Charges for other services should also be discussed with me. We typically bill insurance companies for their portion of the fee. Payment (including deductible or co-payment) is expected at the time of service. If your insurance requires a deductible, you will be paying out-of-pocket until the deductible is met. Please give your co-payment to the office manager when you come for your session. If you foresee any problem with this, discuss a payment plan with me now. You will receive a statement once a month. Also, some health insurance companies will not pay for sessions unless they are pre-authorized, so it is best to call your insurance company and ask about seeing me before we meet. Your insurance policy is a contract between you and your private insurance company, so please be aware that you are responsible for your account regardless of what your insurance company does. Accounts that are overdue will be sent to a collection agency.

I look forward to working with you and hope you will feel free to ask any questions not covered in this letter. Thank you.

*(When you come for your initial session, you will receive another copy of this statement that includes fee information. You will also be asked to sign a copy of the statement for your records.)*