



Welcome to Empower Counseling, PC. Thank you for completing the following documents to assist you better. Please be advised our counselors practice at different locations. Please see below:

**Empower Counseling 1381 Crossings Centre Drive Suite E Forest, VA 24551**

Tara Cothren, LPC    Adam Cothren, LPC    Carley Marcouillier, LPC  
Kim Epperly, LPC    Debra Crowder, LPC    Debbie Kleinsmith, Psy, D  
Ryan Smith, LPC    Sara Goins, LPC    Jane Snider, LPC  
LeeAnna Warner, LPC    Amy Scott, LPC    Trish McCoy Kessler, LPC, CEDS-S  
Jordyn Chaverri, Resident in Counseling    Christina Cunningham, Resident in Counseling  
Geoffrey Dill, Resident in Counseling

**Empower Counseling, PC- Graves Mill 1610-A Graves Mill Road Lynchburg, VA 24502**

Emily Woody, LPC    Amy Scott, LPC    Gabbie Mauk, LPC  
Gwen Seiler, Resident in Counseling    Beth Girts, Resident in Counseling    Skylar Turner, Resident in Counseling  
Sherri Meyer, MS, RD, CEDS

**Telehealth:**

Sandra Noble, PhD, LPC, CEDS, NCC

Billing/Office Manager: Christy Trent  
Receptionist/Scheduler: Jessie Beaumont

Thank you!  
Trish McCoy Kessler, LPC, CEDS-S, Owner



1381 Crossings Centre Drive, Suite E  
Forest VA 24551  
And  
1610-A Graves Mill Road  
Lynchburg, VA 24502

Phone 434-219-5621 Fax 434-305-1072  
Rates for 2023-2024  
[www.empowercounseling.info](http://www.empowercounseling.info)

## CLIENT SERVICES AGREEMENT

### **1. FEE SCHEDULE.** Payment for services is required at each session. The fees are as follows:

Intake (First Session) ..... \$65.00  
Therapy Session.....\$65.00 (45-60 minutes)  
Resident accepts Cigna Insurance- Co pay to be determined by plan.  
Telephone consultations exceeding 15 minutes not covered by insurance.....\$20.00 per 15 minutes Increments for telephone consultations exceeding 15 minutes. Not covered by Insurance.  
Report Writing for Schools, Physicians, or other correspondence..... \$35.00

-Court appearances and contacts with attorneys follow the fee guidelines established by the Lynchburg Bar Association and the Lynchburg Academy of Medicine. Guidelines are available upon request. - Insurance reimbursement is the client's responsibility. However, our office will provide assistance with filing claims as needed. Please note: Insurance companies do not reimburse for court appearances, phone consultations, /calls, or missed appointment fees.

**2. COLLECTION OF FEES.** Any expenses incurred in the collection of fees are the sole responsibility of the client. Such expenses may include, but are not limited to, attorneys' fees or collection agency fees. There is a charge of \$25.00 for any returned check.

**3. MISSED APPOINTMENTS.** There is a charge of \$65 for any appointment not canceled 24 hours in advance. To cancel a Monday appointment and avoid this charge, you must call by 5:00pm on the previous Friday. Our office requires a credit card to keep on file for the charge of missed appointments.

**4. EMERGENCIES.** In the event of a true emergency after hours, you may call Trish McCoy Kessler, LPC/Owner on her cell phone: (434) 238-5975. Please leave a message. If you do not hear back from her or your therapist within 15 minutes, please contact your family physician, psychiatrist, the Lynchburg General Hospital Emergency Room at (434) 200-3033 or call 911. If she is out of town or otherwise unavailable, emergency coverage will be provided by a licensed colleague acting on her behalf.

**I have read the above terms and agree to them.**

\_\_\_\_ *If* using insurance benefits (Cigna Only). I also hereby give my permission to release my name, Social Security number, address, and financial information to insurance companies for billing purposes, and to collection agencies, if needed to collect any unpaid bills.

**Please provide insurance information if you are covered by Cigna Insurance only.**

Insurance Company \_\_\_\_\_ ID# \_\_\_\_\_

Group# \_\_\_\_\_ Copay Amount \_\_\_\_\_

\_\_\_\_ *If* self-pay account, I understand that discounted fees are not eligible for submission to any third-party payer (i.e., insurance company, public, or private agency/department). I also hereby give my permission to release my name, Social Security Number, address, and financial information to collection agencies, if needed to collect on any unpaid bills.

\_\_\_\_\_  
*Date*

x \_\_\_\_\_  
*Signature of Client (or Legal Guardian)*

\_\_\_\_\_  
*SSN#*

x \_\_\_\_\_  
*Signature of Client (if age 14-17)*

X \_\_\_\_\_  
*Signature of Witness*



## Payment Policy and Procedure Agreement

- Payment is required at the time of service.
- If you are unable to keep your scheduled appointment, please call 24 hours in advance to cancel. **There will be a \$65 missed appointment fee charged for less than 24 hours notice or if you fail to show with no notice.**
- If your balance exceeds **\$300** and you have not made a payment, or we have not received payment from your insurance company we will be unable to schedule an appointment until the balance has been reduced.
- We require keeping a credit card on file to be charged in case of either of these events.
- Please initial here if you would like to have this card charged for copays, co-insurance or deductibles for each visit. \_\_\_\_\_

Client Signature

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Date

Credit Card Information

Master Card      Visa      Discover      AMEX      Other \_\_\_\_      HSA/FSA

Cardholder Name \_\_\_\_\_

Card Number \_\_\_\_\_ CRV \_\_\_\_\_

Expiration \_\_\_\_\_ Zip \_\_\_\_\_

Client Signature \_\_\_\_\_

\_\_\_\_\_ I decline to give my credit card information.



## Medical/Physical Health

Primary Physician:

\_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

List any current health concerns: \_\_\_\_\_

\_\_\_\_\_

List any recent health or physical changes: \_\_\_\_\_

\_\_\_\_\_

Please list any head injuries/TBI: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Please check if there have been any recent changes in the following:**

\_\_\_\_ Sleep Patterns    \_\_\_\_ Eating Patterns    \_\_\_\_ Behavior    \_\_\_\_ Energy Level

\_\_\_\_ Physical Activity Level    \_\_\_\_ General Disposition    \_\_\_\_ Weight    \_\_\_\_ Nervousness/Tension

Describe changes in areas in which you checked above:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Marital Status (more than one answer may apply)

\_\_\_\_ Single    \_\_\_\_ Married    \_\_\_\_ Separated    \_\_\_\_ Divorce in Process    \_\_\_\_ Divorces (Date: \_\_\_\_\_)

\_\_\_\_ Unmarried, living together    Total marriages: \_\_\_\_\_ Assessment

of current relationship (if applicable):    Good    Fair    Poor

## Legal

Are you involved in any active cases (traffic, civil, criminal)    \_\_\_\_ Yes    \_\_\_\_ No

If Yes, please describe: \_\_\_\_\_

\_\_\_\_\_

## Education

Fill in all that apply: Years of education: \_\_\_\_\_ Currently enrolled in school? Yes \_\_\_ No \_\_\_

Other training:

\_\_\_\_\_ Special  
circumstances (e.g., learning disabilities, gifted): \_\_\_\_\_

## Employment

Currently: \_\_\_ FT \_\_\_ PT \_\_\_ Temp \_\_\_ Laid-off \_\_\_ Disabled \_\_\_ Retired

\_\_\_ Social Security \_\_\_ Student \_\_\_ Other (describe): \_\_\_\_\_

## Chemical use History

Does/Has someone in your family present/past have/had a problem with drugs or alcohol?

\_\_\_ Yes \_\_\_ No If yes, describe: \_\_\_\_\_

## Medication

Current prescribed medications	Dose	Dates	Purpose	Side Effects
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Medication allergic reactions: \_\_\_\_\_

## Prior Counseling Experiences

Psychiatric Treatment: \_\_\_ Yes \_\_\_ No

When: \_\_\_\_\_ Where: \_\_\_\_\_

Reaction or Overall Experience: \_\_\_\_\_

Counseling: \_\_\_ Yes \_\_\_ No

When: \_\_\_\_\_ Where: \_\_\_\_\_

Reaction or Overall Experience: \_\_\_\_\_

Suicidal thoughts/attempts: \_\_\_ Yes \_\_\_ No

When: \_\_\_\_\_ Where: \_\_\_\_\_

Reaction or Overall Experience: \_\_\_\_\_

\_\_\_\_\_

Drug/Alcohol Treatment: \_\_\_Yes \_\_\_No

When: \_\_\_\_\_ Where: \_\_\_\_\_

Reaction or Overall Experience: \_\_\_\_\_

\_\_\_\_\_

**Hospitalizations:** \_\_\_Yes \_\_\_No

When: \_\_\_\_\_ Where: \_\_\_\_\_

Reaction or Overall Experience: \_\_\_\_\_

\_\_\_\_\_

**Do you feel suicidal at times?** \_\_\_Yes \_\_\_No

Do you/Have you had suicidal thoughts ? Plans? Attempts? Is so, please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Please check behaviors and symptoms that occur to you more often than you would like the to take place:**

\_\_\_Aggression \_\_\_Elevated Mood \_\_\_Fears \_\_\_Alcohol Dependence \_\_\_Feeling Tired

\_\_\_Recurring Thoughts \_\_\_Anger \_\_\_Gambling \_\_\_Sexual Addiction \_\_\_Sick Often

\_\_\_Feelings of Sadness \_\_\_Hallucinations \_\_\_Sexual Difficulties \_\_\_Anxious/Worried

\_\_\_Heart Palpitations \_\_\_Avoiding People/Places \_\_\_High Blood Pressure \_\_\_Sleep Problems

\_\_\_Chest Pain \_\_\_Feelings of Hopelessness \_\_\_Speech Problems \_\_\_Breathlessness

\_\_\_Impulsivity \_\_\_Suicidal Thoughts \_\_\_Loss of Interest \_\_\_Irritability \_\_\_Disorientation

\_\_\_Thoughts I Can't Control \_\_\_Judgement Errors \_\_\_Trembling \_\_\_Difficulty Concentrating

\_\_\_Loneliness \_\_\_Withdrawing \_\_\_Dizziness \_\_\_Forgetful \_\_\_Repeated Checking

\_\_\_Drug Dependence \_\_\_Mood Shifts \_\_\_Eating Disorder \_\_\_Panic Attacks

\_\_\_Other (specify): \_\_\_\_\_

\_\_\_\_\_



**Briefly discuss how the above symptoms impair your ability to function effectively:** \_\_\_\_\_

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**Additional information that would assist me in understanding your concerns or problems:** \_\_\_\_\_

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**Describe your support system:** \_\_\_\_\_

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**What are your goals for therapy?** \_\_\_\_\_

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\_\_\_\_\_

**Signature**

\_\_\_\_\_

**Date**



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Client Name: \_\_\_\_\_

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

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

### **Telehealth Informed Consent Form**

#### **Definition of Telehealth:**

Telehealth involves the use of electronic communications to enable Empower Counseling, PC's mental health professionals to connect with individuals using HIPAA compliant interactive video and audio communications.

Telehealth includes the practice of psychological health care delivery, diagnosis, consultation, treatment, referral to resources, education, and the transfer of medical and clinical data. Electronic systems used will incorporate network and software security protocols to protect the confidentiality of the client.

#### **By signing this form, I understand the following:**

I understand that the laws that protect privacy and the confidentiality of medical information also apply to Telehealth, and that no information obtained in the use of Telehealth which identifies me will be disclosed to any other entities without my written consent.

I understand that I have the right to withhold or withdraw my consent to the use of telehealth during my care at any time, without affecting my right to future treatment.

I understand that telehealth may involve electronic communication of my personal medical information.

I understand the alternatives to counseling through telehealth as they have been explained to me, and in choosing to participate in telehealth, I am agreeing to participate

using video conferencing technology. I also understand that at my request or at the direction of my counselor, I may be directed to “face-to- face” psychotherapy.

I understand that I may expect the anticipated benefits such as improved access to care and more efficient evaluation and management from the use of telehealth in my care, but that no results can be guaranteed or assured.

I understand that it is the client’s responsibility to secure a confidential private location while meeting with my counselor through Telehealth appointments. There are limitations to confidentiality based on client’s environment during appointment.

I understand that my healthcare information may be shared with other individuals for scheduling and billing purposes.

I understand that I have a right to access my medical information and copies of my medical records in accordance with the laws pertaining to the state in which I reside.

I understand that Telehealth is being offered as a temporary measure to provide a continuum of care during the current state of emergency in Virginia. Telehealth can be discontinued at any time based on my counselor’s discretion.

By signing this document, I agree that certain situations, including emergencies and crises, are inappropriate for audio-/video-/computer-based psychotherapy services. If I am in crisis or in an emergency, I should immediately call 9-1-1 or seek help from a hospital or crisis-oriented health care facility in my immediate area.

### **Payment for Telehealth Services**

Empower Counseling, PC will bill insurance for telehealth services when these services have been determined to be covered by an individual’s insurance plan. In the event that insurance does not cover telehealth, the individual can opt to pay out of pocket. Copays/ payments will be obtained at time of service. We will provide you with a statement of service to submit to your insurance company if you wish.

### **Patient Consent to the Use of Telehealth**

I have read and understand the information provided above regarding telehealth, have discussed it with my counselor, and my questions have been answered to my satisfaction.

I have read this document carefully and understand the risks and benefits related to the use of telehealth services and have had my questions regarding the procedure explained. I hereby give my informed consent to participate in the use of telehealth services for treatment under the terms described herein.

By my signature below, I hereby state that I have read, understood, and agree to the terms of this document.

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Client (Print Name)

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Client's Signature

Date

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Parent or Guardian Signature

Date

Please return this form by fax at 434-305-1072 or email directly to your counselor. Email consents or photographs of this form are permitted.

Please call the office prior to your session to make payment for your telehealth service at 434-219-5621.



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## HIPAA

### Consent to use and disclose your health information

This form is an agreement between you, \_\_\_\_\_, and your Empower provider. When I use the word “you” below, it will mean you, your child, relative or other person if you have written his or name here: \_\_\_\_\_.

When I evaluate, diagnose, treat, or refer you I will be collecting what the law call Protected Health Information (PHI). I need to use this information here to decide what treatment is best for you and to provide that treatment. I may also be required to share this information with others who provide treatment to you or need it to arrange payment for your treatment or for other business or government functions. My standard procedure is to ask for your written consent prior to providing PHI because in addition to the following HIPAA guidelines, I also follow professional guidelines that are more restrictive.

The Notice of Privacy Practices explains in more detail your rights and how we can use and share your information. Please read this before you sign this consent form.

### **According to HIPAA policy, if you do not sign this consent form agreeing to what is in our Notice of Privacy Practices, we cannot treat you.**

In the future, I may change how I use and share your information and so may change my Notice of Privacy Practices. If I do change my notice, you request a copy from our privacy officer by calling 434-219-5621.

If you are concerned about some of your information, you have the right to ask me not to use or share some or all your information for treatment, payment or administrative purposes. You will have to tell me what you want in writing. Although I will try to respect your wishes, I am not required to agree to these limitations. However, if I do agree, I promise to comply with your wish.

After you have signed this consent, you have the right to revoke it (by writing a letter telling me you no longer consent) and I will comply with your wishes about using or sharing your information from that time on, but we may already have used or shared some of your information and cannot change that.

\_\_\_\_\_ I understand the information to be released or disclosed may include information relating to sexually transmitted diseases, acquired immunodeficiency syndrome (AIDS), or human immunodeficiency virus (HIV), and alcohol and drug abuse. I authorize the release or disclosure of this type of information.

**I have received the Notice of Privacy Practices and have been given an opportunity to review it.**

Client Name: (Please print): \_\_\_\_\_ Birth Date: \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

OR

Printed Name of Guardian or Representative: \_\_\_\_\_ Relationship to Client:  
\_\_\_\_\_

Signature of Guardian or Personal Representative: \_\_\_\_\_ Date: \_\_\_\_\_

Therapist Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Date of NPP copy reviewed by guardian: \_\_\_\_\_



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**Confidentiality Agreement**

Although therapists must always honor your privacy by maintaining confidentiality about your disclosures and securely preserving your records, there are exclusions to this rule. Therapists can (or must) break confidentiality, and take other appropriate actions, as warranted, for the following reasons:

**Consent**—A clinician may release confidential information with the consent of the patient or a legally authorized surrogate decision maker, such as a parent, guardian, or other surrogate designated by an advance medical directive.

**Minors/Guardianship** – Parents or legal guardians of non-emancipated minor clients have the right to access the client’s records.

**Court Order**—A clinician may be required to release confidential information upon the receipt of an order by a court of competent jurisdiction.

**Continued Treatment**—A clinician may release confidential information necessary for the continued treatment of a patient (to insurance companies, referring physician) and to receive payment for necessary services.

**Abuse of Children and Vulnerable Adults** – If a client states or suggests that he or she is abusing a child (or vulnerable adult) or has recently abused a child (or vulnerable adult), or a child (or vulnerable adult) is in danger of abuse, the health care professional is required to report this information to the appropriate social services department.

**Duty to Warn and Protect** – When a client discloses intentions or a plan to harm another person, the health care professional is required to warn the intended victim and report this information to legal authorities. In cases in which the client discloses or implies a plan for suicide, the health care professional is required to notify legal authorities and make reasonable attempts to notify the family of the client.

-It is an important part of the therapeutic process for you to share your thoughts and feelings on your treatment goals and progress. Therapy is meant to be interactive between client and therapist. -If I see you of the office setting, I will wait for you to speak first to protect your confidentiality.

(Clients seeing Gwen Seiler, Beth Girts, Christina Cunningham and Jordyn Chaverri, Residents in Counseling will be discussing cases with Trish McCoy Kessler, LPC, CEDS-S as they are under her supervision and will continue to be confidential.)

I have been informed of the limits of confidentiality.

Client or Guardian Signature \_\_\_\_\_ Date

\_\_\_\_\_



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FAX 434-305-1072

RELEASE OF INFORMATION TO PHYSICIAN

Your physician is the medical representative responsible for coordination of your total care. Therefore it is appropriate for him or her to be aware of the therapy taking place under my care. With your permission, I would like to communicate basic treatment information to your physician.

Client Name \_\_\_\_\_ Date of Birth \_\_\_\_\_

Please DO NOT contact my physician: \_\_\_\_\_

Physician Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_





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## **NOTICE OF PRIVACY PRACTICES Acknowledgement of Notice**

I hereby acknowledge that I have been given an opportunity to read a copy of this offices' Notice of Privacy Practices stated below.

This privacy policy sets out how Empower Counseling, PC uses and protects any information that you provide Empower Counseling, PC and [www.empowercounseling.info](http://www.empowercounseling.info) when you use the web site, or communicate with us. Effective 06/01/2016.

### **Our Commitment To Privacy**

Your privacy is important. Empower Counseling; PC is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified; you can be assured that it will only be used in accordance with this privacy statement and to provide the utmost care. Empower Counseling, PC will never share your personal information, including your email address, with anyone except as required to complete a communication or except as required by law.

### **The Information Collected**

We may collect your name, e-mail, insurance information, and phone number only as supplied by you with your consent. Empower Counseling, PC will also ask you to sign a release of information to those you wish to be involved in your, or your child's treatment.

### **How We Use the Information Collected**

We use email addresses and phone numbers to answer and / or reply to the communications received. Phone numbers will be used to schedule appointments and to coordinate care with those who have been designated by you with a sign of release such as doctors, guidance counselors or additional guardians. We do not share this information with outside parties except as required by law.



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## NOTICE OF PRIVACY PRACTICES cont'd

### Security

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure any information that may be collected from the website.

### Privacy Policy Changes

Should the need to change any of the above stated policies arise; the new policy will be posted.

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Signature of Patient/Client

Date

---

Signature or Patient, Guardian or Personal Representative

Date

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\*If you are signing as a personal representative of an individual, please describe your legal authority to act for this individual (power of attorney, healthcare surrogate, etc.)

\_\_\_\_\_ Patient/Client Refuses to Acknowledge Receipt:

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Signature of Staff Member

Date



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HIPAA RELEASE OF INFORMATION

With your permission, I would like to communicate basic treatment information to individuals per your request. Please identify individuals for correspondence of your (your child's) care.

Client Name: \_\_\_\_\_ Date of Birth \_\_\_\_\_

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

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

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

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



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## TREATMENT CONTRACT

I/we give permission for \_\_\_\_\_, therapist to provide counseling services to my child, \_\_\_\_\_.

In providing this informed permission, I/we understand that it would impede the counseling process if the therapist and/or the clinical records are requested or required by subpoena to be presented to the Court or any attorney. Therefore, I/we agree that I/we will not request or require the therapist to testify in court matters regarding my family, nor will I/we request or require (by subpoena) that the therapist's records be presented to the Court or attorneys involved with the family. If I refuse to sign this contract, I/we understand that the therapist has a right to refuse treatment to my child with the understanding that quality service cannot be provided under these conditions.

I/we understand that this agreement may only be negated by the therapist if the therapist believes it would be in the best interest of my child to testify in Court or present clinical records to the Court.

\_\_\_\_\_  
PARENT/GUARDIAN

\_\_\_\_\_  
PARENT/GUARDIAN

\_\_\_\_\_  
THERAPIST

\_\_\_\_\_  
DATE