



RICHMOND NEUROPSYCHOLOGY
Leslie Greenberg, Ph.D., LCP
804-833-3567

OFFICE POLICIES

Welcome to **Richmond Neuropsychology**. This document contains important information about our professional services and business policies. Please read it carefully. Please ask Dr. Greenberg if you have any questions.

NEUROPSYCHOLOGICAL and PSYCHOLOGICAL SERVICES: Neuropsychology and psychotherapy services are based on your needs. Neuropsychology and psychotherapy can have benefits and risks. Neuropsychological evaluation and psychotherapy have been shown to have benefits. Results and recommendations may lead to you experiencing more satisfying relationships, solutions to specific problems, and feeling less distress. Because they often involve discussing unpleasant aspects of your life, you may experience uncomfortable feelings like sadness, guilt, anger, frustration, loneliness, and helplessness.

EVALUATION:

- The first appointment is a **Consultation** with a *Diagnostic Interview* to gather information about your history, discuss areas you want to explore, and review office policies. Dr. Greenberg will offer her assessment of what seems needed. If you decide to move forward, an appointment(s) will be scheduled. A Good Faith Estimate (GFE) will be reviewed.
- **Testing** time varies based on case complexity and how long you can work while still giving your best effort. You will be asked questions and complete tasks on paper and computer-based instruments to compare your abilities to typically developing and same-age peers. The test battery may include measures of attention, executive functions, intelligence, learning, memory, language, nonverbal and visual spatial abilities, personality, behavioral, activities of daily living and social skills. After the results are scored and interpreted, a feedback session will be scheduled.
- The **Feedback** session is the time to discuss the results and recommendations. Documentation of the results and recommendations of the evaluation is maintained in the confidential patient chart and may be formalized into a written report if needed. At the end of the feedback session, patients and/or the responsible financial party will discuss the level of detail needed in the report for documentation purposes and to assist in accessing other services.
- The **Report**, if requested, is an important document and takes time to prepare. The cost of the report is based on professional time required per hour. You may choose between a *Diagnostic Letter* (approximately 1-2 hours), *Summary Report* (approximately 2-4 hours), or *Comprehensive Report* (approximately 4-6 hours). The Diagnostic Letter includes the date(s) of service, procedures, reason for referral, diagnosis, and recommendations. The Summary Report includes the date(s) of service, procedures, reasons for referral, diagnosis, test performance (without scores), and recommendations. The Comprehensive Report includes the date(s) of service, procedures, reasons for referral, history, behavioral observations, diagnosis, test performance (with scores), and recommendations. If you need a report within a specific time frame or by a certain date, please discuss this with Dr. Greenberg.

PSYCHOTHERAPY (Counseling)

The initial appointment is a **Consultation** with a *Diagnostic Interview* to gather information about your history, discuss areas you want to explore, and review office policies. Dr. Greenberg will be able to offer you some first impressions for an initial treatment plan. You should evaluate this information and consider if you feel comfortable beginning therapy with Dr. Greenberg. Dr. Greenberg will notify you if she believes she is not the right therapist for you. If you decide to engage in therapy, a series of appointments is scheduled. A Good Faith Estimate (GFE) will be reviewed.

PROFESSIONAL FEES

Consultation with a *Diagnostic Interview*: Dr. Greenberg will meet with you to discuss your reasons for seeking the consultation, offer recommendations, and present a plan for evaluation or therapy. During this time, Dr. Greenberg and you will consider if she is a good fit to provide the services to meet your goals. Please take the time you need to determine if you wish to move forward with an evaluation or therapy. Fee: \$400.

Evaluation: The total cost of the evaluation includes both *face-to-face time* with the patient and *professional time* (e.g., treatment planning, integration of patient data, interpretation of standardized test results and clinical findings, clinical decision making, interactive feedback session, and consultation/feedback to treatment providers. Documentation of the results and recommendations of the evaluation is maintained in the confidential patient chart and may be formalized into a diagnostic letter, summary report, or comprehensive report. The cost of the report is based on professional time required for the level of comprehensiveness you select. Please discuss with Dr. Greenberg if you need a report by a specific date. Fee: \$200 per hour.

Therapy: The fee for therapy is due at the time services are provided. For other professional services, the established fee will be prorated in 15 minute increments if less than one hour. Other professional services include documentation, telephone conversations lasting longer than 5 minutes, attendance at meetings with other professionals you have authorized, preparation of treatment summaries, and the time spent performing any other service you may request. If you become involved in legal proceedings that require the participation of Dr. Greenberg, you will be expected to pay for any professional time spent on your legal matter, even if the request comes from another party. Fee: \$200 per hour.

Telehealth: Remote services cost the same as they do in person. Please contact your insurance company prior to engaging in telehealth with Dr. Greenberg in order to determine if these sessions will be covered.

Forensic: If Dr. Greenberg is required to appear as a witness or to otherwise perform work related to any legal matter, the party responsible for Dr. Greenberg's participation agrees to a pay at a predetermined forensic rate for time spent traveling, speaking with attorneys, reviewing and preparing documents, testifying, court/mediation attendance, and any other case-related costs.

BILLING AND PAYMENTS: Once an appointment is scheduled, you will be expected to pay for it unless you provide 24 hours advance notice of cancellation. Payment is expected at the time of services provided. If your account has not been paid for more than 30 days, Richmond Neuropsychology has the option of using legal means to secure the payment. This may involve hiring a collection agency or going through small claims court. If such legal action is necessary, its costs will be included in the claim. In most collection situations, the only information released regarding a patient's treatment is his/her name, the dates, times, and nature of services provided, and the amount due.

INSURANCE REIMBURSEMENT: Dr. Greenberg does not participate on any insurance panels. You are encouraged to contact your insurance company to prior to engaging in professional services with Richmond Neuropsychology. ***You and not your insurance company, are responsible for full payment at the time services are provided.*** Dr. Greenberg will give you a statement with the billing code, fee per code, diagnosis code, number of hour(s) per code, and the total amount you paid. If you choose, you may submit the statement to your insurance company. Richmond Neuropsychology and Dr. Greenberg make no promises you will be reimbursed. Most insurance companies require a diagnosis to process the claim. Sometimes, additional information (e.g., treatment plans, progress notes or summaries, or copies of the entire record) is required. This information will become part of the insurance company files. By using your insurance, you authorize Richmond Neuropsychology to release such information to your insurance company. We try to keep that information limited to the minimum necessary.

RECORD KEEPING: Dr. Greenberg will not record any session either in person or via telehealth. You agree that you will 1) not record any session and 2) not make copies or share the contents of any test materials with others.

CONTACTING DR. GREENBERG BY PHONE: Dr. Greenberg does not answer the phone when she is in session. Messages are returned as soon as we are able. **In case of a mental health emergency, please call 988, contact local crisis services, or go the nearest emergency room and ask for the psychologist or psychiatrist on call.**

ELECTRONIC COMMUNICATION:

Email and Text Message Communications: Dr. Greenberg uses email communication and text messaging only with your permission and only for administrative purposes. Email exchanges and text messages with the office should be limited to things like setting and changing appointments, billing matters and other related issues. Please do not email or text Dr. Greenberg about clinical matters because this is not a secure way to contact her. Email and text messaging should not be used to communicate with Dr. Greenberg in an emergency situation. **In case of a mental health emergency, please call 988, contact local crisis services, or go the nearest emergency room and ask for the psychologist or psychiatrist on call.**

Social Media and Web Searches: Mental health professionals are not permitted to respond to any false statement or negative review on social media or the internet or due to confidentiality. Dr. Greenberg will not use web searches to gather information about you to safeguard your privacy. We do not communicate with clients through social media.

TELEHEALTH: Dr. Greenberg uses a secure telehealth platform service which is privacy-protected and HIPAA compliant. Telehealth refers to providing psychological services remotely using telecommunications technologies, such as video conferencing or telephone. Remote assessment or therapy has many benefits but also some risks and limitations. The process may include counseling, interviews, review of records, feedback and, at times, select test measures. One of the benefits of telehealth is that the patient and clinician can engage in services without being in the same physical location. It is also more convenient and reduces the time needed to travel to an in-office appointment.

Risks to confidentiality. Dr. Greenberg will take reasonable steps to ensure your privacy. It is important for you to make sure you find a private place for the session where you will not be interrupted. It is also important for you to protect the privacy your cell phone or other device. Because telehealth sessions take place outside of the therapist's private office there is potential for other people to hear the session if they are physically within hearing/listening distance. In a remote session, you may want to take additional steps to ensure your privacy, such as using ear buds and/or a white noise machine to minimize the risk of others hearing the session.

Issues related to technology. Dr. Greenberg uses secure and HIPAA compliant telehealth services. There are many ways that technology issues might impact telehealth. Though it is *not likely*, it is possible that other people might get online access to the session. It is also possible that other people or companies could get access to your stored data.

Crisis management and intervention. Dr. Greenberg will not engage in telehealth services with a client who is currently in a crisis situation requiring high levels of support and intervention. Dealing with crises and evaluating threats and other emergencies can be more difficult using telecommunication compared to an in-person session. Dr. Greenberg will ask you to identify an emergency contact person who is near your location and who may be contacted in the event of a crisis or emergency during a telehealth session. **In a mental health emergency, call 988, contact local crisis services, or go to the nearest emergency room and ask for the psychologist or psychiatrist on call.**

Efficacy or Effectiveness. Most research shows that telehealth is about as effective as in-person therapy. However, some therapists believe that something is lost by not being in the same room. At Richmond Neuropsychology, most testing is conducted in person. Components of the evaluation such as the interview, feedback session, and select tests measures via a secure platform may be administered via telehealth, depending on the situation.

CONFIDENTIALITY for ADULT PATIENTS

The privacy of communications between a patient and psychologist is generally protected by law. Typically, Dr. Greenberg will only release information to others with your written permission. There are exceptions to confidentiality.

- In most legal proceedings, you have the right to prevent Dr. Greenberg from providing any information about your treatment. In some legal proceedings, a judge may order Dr. Greenberg's testimony if the judge determines that the issues demand it. Dr. Greenberg must comply with the court order.
- There are some situations in which Dr. Greenberg is legally obligated to take action to protect others from harm, even if she has to reveal some information about a patient's treatment. For example, if Dr. Greenberg believes that a child, elderly person, or disabled person is being abused or has been abused, she must or may be legally required to make a report to the appropriate state agency.

- If Dr. Greenberg believes that a patient is threatening serious bodily harm to another, she is required to take protective actions. These actions may include notifying the potential victim, contacting the police, or seeking hospitalization for the patient. If the patient threatens to harm them self, Dr. Greenberg may be obligated to seek hospitalization for the patient or to contact family members or others who can help provide protection.
- Dr. Greenberg may occasionally find it helpful to consult another professional about a case. The consultant is also legally bound to keep the information confidential. Dr. Greenberg may not tell you about the consultation.

CONFIDENTIALITY for MINOR PATIENTS (17 years old and younger):

Parent/Guardian Authorization for Minor’s Mental Health Treatment: In order to authorize mental health treatment for your child, you must have either sole or joint legal custody. If you are separated or divorced from the other parent/guardian of your child, please notify Dr. Greenberg and provide documentation.

Disclosure of Minor’s Treatment Information to Parent/Guardian: Therapy is most effective when a trusting relationship exists between the psychologist and the patient. Privacy is especially important in earning and keeping that trust. It is important for children to have a “zone of privacy” where children feel free to discuss personal matters without fear that their thoughts and feelings will be immediately communicated to their parent/guardian. This is particularly true for adolescents who are naturally developing a greater sense of independence and autonomy.

Individual Parent/Guardian Communications: Dr. Greenberg may meet with the child’s parents/guardians either separately or together. If Dr. Greenberg meets with you or other family members in the course of your child’s treatment, she will make notes in your child’s record. The record will be available to any person or entity that has legal access to your child’s record.

Mandatory Disclosures of Treatment Information: In some situations, Dr. Greenberg is required by law or by the guidelines of the profession to disclose information, whether or not she has your or your child’s permission. Some of these situations are listed below. Confidentiality cannot be maintained when:

- Child patients tell Dr. Greenberg they plan to cause serious harm or death to themselves, and she believes they have the intent and ability to carry out this threat in the very near future. In this situation, Dr. Greenberg must inform a parent/guardian or others and may be required to inform the person who is the target of the threatened harm and the police.
- Child patients are doing things that could cause serious harm to them or someone else, even if they do not intend to harm themselves or another person. In these situations, Dr. Greenberg will use her professional judgment to decide whether a parent/guardian should be informed.
- Child patients tell Dr. Greenberg, or she otherwise learns that, it appears that a child is being neglected or abused (physically, sexually or emotionally) or that it appears that they have been neglected or abused in the past. In this situation, Dr. Greenberg may be required by law to report the alleged abuse to the appropriate state protective agency.
- Dr. Greenberg is ordered by a court to disclose information.

OFFICE HOURS: Richmond Neuropsychology operates on a **By Appointment Only** basis. Weekday, Weekend, In Office, and Online (secure telehealth) appointments are available, upon request. Please text or call Dr. Greenberg upon arrival to your appointment. The door to the building may be locked, for safety reasons, when the building receptionist is not present.

THANK YOU FOR ENTRUSTING YOUR CARE TO RICHMOND NEUROPSYCHOLOGY.

- *We do our very best to provide the highest level of care.*
- *We aim for 100% satisfaction. If you have any concern, please let us know so that we can try to address the situation.*
- *The best way to reach Dr. Greenberg directly is to text 804-833-3567 and ask her to call you back.*
- *We look forward to working with you.*