

# Dr. Tonjanika Jackson, LPC, CPCS

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3633 Wheeler Road • Suite 100 • Augusta, GA 30909 • Phone 706.364.0252 • Fax 706.364.0269

## CLIENT CONSENT FOR COUNSELING

Welcome to my counseling practice. This document contains important information about my professional services and business policies. Please read through this entire packet carefully and let me know if you have any questions. When you sign this document, it will represent an agreement between us.

**COUNSELOR QUALIFICATIONS:** I have been practicing within the Mental Health Counseling field for over 22 years. I am a Licensed Professional Counselor and a Certified Professional Counselors Supervisor. I am also a Certified Co-Occurring Disorder Professional Diplomat via the Alcohol and Drug Certification Board of Georgia and a Certified Professional Counselors Supervisor with the LPCA of Georgia. My areas of expertise include treating depression, anxiety, substance use disorders, trauma/recovery/PTSD, personality disorders, and conduct related disorders. I have also worked with clients who may need assistance with ADHD, ODD, self-esteem related issues, educational counseling (i.e., educational needs regarding failing grades, school related anxiety, collaborating with school systems during the response to intervention process, and the 504/Individualized Educational Plan processes). I also have experience conducting workshops and trainings on a variety of topics related to mental health, substance abuse, and education. I have a Master of Science Degree in Counseling Psychology, an Educational Specialist degree in Leadership, and a Doctorate Degree in Psychology. I am also a Certified Educator in the state of Georgia.

**COUNSELING SERVICES:** Counseling is not easily described in general statements. It varies depending on the personalities of the Counselor and the Client, and the particular problems for which you are seeking assistance. There are many different methods I may use to deal with the problems that you hope to address. Counseling is not like a medical doctor visit. Instead, it calls for a very active effort on your part. In order for therapy to be most successful, you will have to work on things we talk about both during our sessions and at home. Counseling can have benefits and risks. Since counseling often involves discussing unpleasant aspects of your life, you may experience uncomfortable feelings. On the other hand, counseling has also been shown to have benefits for people who go through it. Counseling often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress. But there are no guarantees of what you will experience. Our first few sessions will involve an evaluation of your needs. By the end of the evaluation, I will be able to offer you some first impressions of what our work will include and a treatment plan to follow, if you decide to continue with counseling. You should evaluate this information along with your own opinions of whether you feel comfortable working with me. Counseling involves a commitment of time, money, and energy, so you should be very careful about the counselor you select. If you have questions about my procedures, we should discuss them whenever they arise. If you decide you would prefer to see another Counselor or if I determine that I am not the best person to assist you, I will be happy to assist you with finding another mental health professional.

**PSYCHOTHERAPY COSTS:** Psychotherapy sessions are generally 53 to 60 minutes in length. Longer sessions may be arranged for patients who are self-paying and not limited by session lengths allowed by their insurance plan. If this is something you are interested in, please notify me in advance of the session to make arrangements. The cost for a psychotherapy session is \$125.00, unless there have been prior arrangements made in writing by me. There is no provision for sliding scale fees of insurance-reimbursed psychotherapy sessions or waiver of copays due to laws enacted by insurance companies. Please read the information in this packet on Billing Procedures for further information regarding insurance and cancellation policy.

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**LENGTH OF TREATMENT:** This depends in part on your specific needs and abilities, the goals we set together, and the involvement of your insurance company. Some Managed Care Organizations may limit the number of psychotherapy sessions per year. It is important that you know what your insurance company allows and that this be managed wisely. You have the right to terminate therapy at any time you choose. I would hope that you would allow me to participate in the termination decision rather than just disappearing as this deprives us both of the opportunity for feedback and closure.

The PREPARE/ENRICH premarital counseling program is typically completed in approximately 8 hours of counseling. The course of career and educational counseling is often briefer compared to the psychotherapy process. See the separate form which describes the differences between the different types of counseling services I provide.

**CONFIDENTIALITY:** Confidentiality in the counseling process is extremely important to me. In general, the privacy of our communications is protected by law, and I can only release information about our work to others with your written permission. But there are a few exceptions:

1. In most legal proceedings, you have the right to prevent me from providing any information about your treatment. In some proceedings involving child custody and those in which your emotional condition is an important issue, a judge may order my testimony if he/she determines that the issues demand it.
2. There are some situations in which I am legally obligated to take action to protect others from harm, even if I have to reveal some information about a client's treatment. For example, if I believe that a child, elderly person, or disabled person is being abused, Georgia and South Carolina laws require me to file a report with the appropriate state agency.
3. If I believe that a patient is threatening serious bodily harm to another, I am required to take protective actions. These actions may include notifying the potential victim, contacting the police, or seeking hospitalization for the client. If the client threatens to harm himself/herself, I may be obligated to seek a medical professional's assistance with hospitalization for him/her or to contact family members or others who can help provide protection.
4. I may occasionally find it helpful to consult other professionals about a case. During a consultation, I make every effort to avoid revealing the identity of my client. The Consultant is also legally bound to keep the information confidential. If you do not object, I will not tell you about these consultations unless I feel that it is important to our work together.
5. For clients under eighteen years of age, the law allows your parent/guardian access to information about your counseling with me. It is my practice to request your parent/guardian agree to receive only general information about our work together, unless I feel there is a high risk that you will seriously harm yourself or someone else. In this case, I will notify them of my concern. Before giving them any information, I will discuss the matter with you, if possible, and do my best to handle any objections you may have with what I am prepared to discuss.
6. If your therapy is covered by insurance, they may request information about your condition and treatment. If your benefits are handled by a managed care company, they may require periodic information in order to authorize sessions. There is no confidentiality between myself and the insurance/managed care company. Once the information leaves my office, I am no longer responsible for the confidentiality of your records. If a collection agency must be used, they will receive only your name, address, and amount owed.
7. If a client files a worker's compensation claim, and I am providing treatment related to the claim, I must upon request, furnish copies of all medical reports and bills.
8. If a client files a complaint or lawsuit against me, I may disclose relevant information regarding that client in order to defend myself.

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**COMMUNICATION POLICY:** E-mail, mobile phone text messaging (SMS) and facsimile is not secure media for communicating with me about confidential counseling related issues. Therefore, confidentiality of e-mail and facsimiles cannot be guaranteed. Urgent or emergency communications should not be sent via email or fax since timeliness of response to a facsimile or email message cannot be guaranteed. Social media such as Facebook, LinkedIn, Twitter, etc. are not appropriate means of communication with me as those media may compromise your confidentiality and privacy and blur the boundaries of the professional counseling relationship. Friend or contact requests sent to me by current clients, and some former clients, will not be accepted. I do not typically communicate with patients via email since that is typically not a secure and confidential means of communication. If you and I do choose to communicate via email, discussion about counseling session content should not be included. Those issues need to be discussed face to face or by phone communication in order to protect your privacy.

**EMERGENCY PROCEDURE:** If you have an emergency during the day, please telephone the office, inform them that this is an emergency and I will call you as soon as I am free between client sessions. This contact will necessarily be brief and will be used to determine a course of action only. If you are in need of emergency assistance after hours, please call the main office number and you will be given instructions. If the emergency is critical and you are unable to reach me in a timely manner, then it is your responsibility to telephone 911 or have someone safely transport you to a hospital emergency room. When I am out of town or otherwise unavailable, I will be using the services of a colleague to handle emergency situations. Telephone calls that are not an emergency are usually returned after hours or at the latest by the following morning. Please leave a day and evening number where you can be reached. Please inform me if you are already being followed by a psychiatrist. A psychiatrist or other medical doctor is the only professional who can prescribe medications and they may be needed to assist with a hospital admission.

**CLIENT RESPONSIBILITY:** The following are your responsibilities as a client: If you are late for your appointment, then I reserve the right to reschedule your appointment if I believe your late arrival will inhibit my ability to provide a complete intake or counseling session or if I believe seeing you late will compromise my ability to honor my next client's appointment time. In some cases, I may be able to see you after arriving a few minutes late. But, be advised your late arrival will cause you to miss out on your complete session time. If I am late for your session, I will make the time up at the end of the hour in order to ensure you have your full session time. Please honor the 24 hour cancellation notice policy so that the time may be utilized by someone else and you are not billed for an unused hour. You are expected to pay your bill as I have financial obligations to my office, my staff, my family and myself. Talk with me if you are having difficulty with this.

- **Information:** The client must provide true, accurate, and complete information.
- **Instructions:** The client must follow instructions for treatment. The client should understand the consequences of not doing so, and if unable to comply, must inform the staff or me so that efforts can be made to help.
- **Refusal of Treatment:** The client and family are responsible for the outcomes if they do not follow the medical plan of treatment and discontinue treatment against advice.
- **Respect and Consideration:** Clients and family must show consideration for other clients and staff by helping to control noise and behaviors in the waiting room. **Cell phones are to be turned off in the waiting room.** You may step outside to use your cell phone. Clients and family must respect the property and privacy of others and the organization.
- **Obligations:** The client must keep appointments and fulfill financial obligations for their diagnostic and therapeutic services.
- **Behavior:** The client must abide by the rules and regulations of my office.

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Not all services are a covered benefit in all insurance plans. **Patients are expected to pay for any part of charges not covered by insurance.** Unless prohibited by contract, patients will be billed for any unforeseen account balances after insurance has paid. A charge of \$25.00 will be assessed on all returned personal checks. Should your account be turned over to a collection agency, you will be responsible for collection fees, attorney fees, and court costs. If temporary financial problems affecting timely payment of your account should arise, we encourage you to **contact us promptly for assistance in management of your account.**

**PROFESSIONAL RECORDS:** The laws and standards of my profession require that I keep Protected Health Information (PHI) about you in your Clinical Record. You may examine and/or receive a copy of your Clinical Record if you request it in writing, except in unusual circumstances that involve 1) danger to yourself and others, 2) that make reference to another person (unless such other person is a health care provider) and I believe that access is reasonably likely to cause substantial harm to such other person, or 3) where information has been supplied to me confidentially by others. Because these are professional records, they can be misinterpreted and/or upsetting to untrained readers. For this reason, I recommend that you initially review them in my presence, or have them forwarded directly to another mental health professional so you can discuss the contents. In most situations, I am allowed to charge a copying fee of \$1.00 per page (and for certain other expenses). If I refuse your request for access to your records, you have a right of review (except for information provided to me confidentially by others), which I will discuss with you upon request.

**AUDIO / VISUAL RECORDING:** There is to be no use of any type of visual or auditory recording devices at any time without the knowledge and consent of all parties present, including the therapist.

**CANCELLATION/NO SHOW POLICY:** You are expected to remember your appointments whether or not our office staff is able to contact you with a reminder call. Appointments must be cancelled at least 24 hours prior to the scheduled time or you will be charged. If an emergency prohibits you from providing the 24 hour notice, this should be the exception rather than the rule. You may be required to provide written documentation of the emergency to prevent you from being billed.

\_\_\_\_\_  
Patient/Custodial Parent/Legal Guardian

\_\_\_\_\_  
Date

## **\*\*\*IMPORTANT INSURANCE INFORMATION\*\*\***

**We do not guarantee insurance benefits or insurance payments. We also do not guarantee that a provider is in network for any patient's plan. We request all patients to contact their individual insurance company to verify benefits and provider network status before their appointment.**

**Please sign acknowledgement of this information.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
D

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## PATIENT INFORMATION:

First Name: \_\_\_\_\_ Last: \_\_\_\_\_ MI. \_\_\_\_\_

Address: \_\_\_\_\_  
Street City State Zip

Home Phone ( ) \_\_\_\_\_ Wk Phone: ( ) \_\_\_\_\_ Cell ( ) \_\_\_\_\_

Social Security No. : \_\_\_\_\_ Sex: M \_\_\_\_\_ F \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Age: \_\_\_\_\_ Marital Status: S \_\_\_\_\_ M \_\_\_\_\_ D \_\_\_\_\_

Email: \_\_\_\_\_

Family Physician: (Name, Address, & Phone): \_\_\_\_\_

Place of Employment \_\_\_\_\_ Occupation: \_\_\_\_\_

Employer's Address: \_\_\_\_\_  
Street City State Zip

## For Married Patients

Spouse's Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Spouse's Employer: \_\_\_\_\_ Occupation: \_\_\_\_\_

Social Security No. \_\_\_\_\_ Work Phone: \_\_\_\_\_

## If Patient is a Minor:

Parent/Legal Guardian Name: \_\_\_\_\_

Social Security No.: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_  
Street City State Zip

Place of Employment: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Employer's Address: \_\_\_\_\_  
Street City State Zip

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## EMAIL AND TEXT MESSAGING CONSENT FORM

I, \_\_\_\_\_ authorize \_\_\_\_\_  
(Patient printed name) (Therapist name)

to send automated appointment reminder email and/or text messages to me. I understand my Therapist is not responsible for any breach of privacy, confidentiality, or security of the emails/texts once they are received on my electronic devices. I understand the reminder system is automated and does accept reply emails/texts and is used for the sole purpose of appointment reminders. I agree to call the Clinicians Office at 706-364-0252 within regular business hours to cancel/reschedule appointments. I understand I may be charged a late cancellation/no show fee if I do not honor the 24-hour cancellation notice policy. In the case of an emergency, I agree to notify the office as soon as possible.

### Contact by text messages:

- I **DO** wish to have this contact at the following phone number:

\_\_\_\_\_

- I **DO NOT** wish to have this contact.

### Contact by email:

- I **DO** wish to have this contact at the following email address:

\_\_\_\_\_

- I **DO NOT** wish to have this contact.

\_\_\_\_\_  
(Patient/Custodial Parent/Legal Guardian)

\_\_\_\_\_  
(Date of Signature)

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## Insurance Information:

**Primary Insurance Company:** \_\_\_\_\_

Policy Holder's Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Employer: \_\_\_\_\_

Relationship to Patient: \_\_\_\_\_ SS#: \_\_\_\_\_

**Secondary Insurance Company:** \_\_\_\_\_

Policy Holder's Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Employer: \_\_\_\_\_

Relationship to Patient: \_\_\_\_\_ SS#: \_\_\_\_\_

**By signing this Patient Informed Consent and Authorization as the Patient or Guardian of said Patient, I acknowledge that I have read, understand, and agree to the terms and conditions contained in this form. I am voluntarily agreeing to receive mental health assessment, treatment and services, from Dr. Tonjanika Jackson, LPC, CPCS, for me (or my child if said child is the patient).**

**I understand that I am financially responsible for this treatment and for any portion of the fees not reimbursed or covered by my/their health insurance. Deductibles and co-payments will be made at the time services are rendered.**

\_\_\_\_\_  
**Patient/Custodial Parent/Legal Guardian**

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

**\*\*\*Please give the receptionist your insurance card at the time of check-in. If you have two insurance companies please inform us at your first visit.**

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## Assignment of Insurance Benefits

For the purpose of paying all or part of the fees owed to Dr. Tonjanika Jackson, LPC, CPCS for the services which have or will be rendered to the above patient, the undersigned hereby irrevocably assigns any insurance payments payable for the benefit of said patient by the above insurance company or companies and all rights and interest in said policy, but only to the extent necessary to pay Dr. Tonjanika Jackson, LPC, CPCS, as a result of rendering services to the above mentioned patient whose liability will be reduced by the amount of benefit payments received hereunder. Undersigned understands that the nature of the patient's disability may be such that no benefit payments will be payable under the policy specified above. Any fees owed by the undersigned under the terms of this agreement shall be paid in full within thirty days after billing agency unless prior arrangements have been made in writing with Dr. Tonjanika Jackson, LPC, CPCS.

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**Patient/Custodial Parent/Legal Guardian**

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**Date**

## Consent for Disclosure of Information to Third Party Payers (Entities that pay your claims):

The undersigned authorizes Dr. Tonjanika Jackson, LPC, CPCS to release all patient information regarding diagnosis, treatment, and prognosis with respect to any physical, psychiatric, or drug/alcohol related condition for which the patient is being evaluated and treated, to the insurance company, the third party payer, or its representatives.

The undersigned acknowledges that such disclosures shall be limited to information that is reasonably necessary for the discharge of the legal or contractual obligations of the insurance company or third party payer.

The undersigned understands that the information obtained by use of this "Authorization" may be used by the above mentioned insurance company or third party payer to determine eligibility for benefits under an existing policy, and further understands that information obtained by such insurance company or third party payer shall not be released to any other person unless the undersigned so authorizes.

The undersigned acknowledges that he/she may request to receive a copy of this Authorization for disclosure of information to third party payers, and that he/she may revoke this Authorization at any time, except to the extent that action has been taken in reliance thereon.

The undersigned further acknowledges that this Authorization shall be valid during the pendency of these claims.

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**Patient/Custodial Parent/Legal Guardian**

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**Date**



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## Client Information and Informed Consent for Telemental Health Treatment

Telemental health services involve the use of electronic communications (telephone, video conference, etc.) to enable therapists to provide services to individuals remotely. Telemental health is a relatively recent approach to delivering care and there are some limitations compared with seeing a therapist in person. These limitations can be addressed and are usually minor depending on the needs of the client and the care with which the technology (cell phone, tablet, computer, etc.) is utilized.

### Timely notification:

My intention is that telemental health be offered at my practice during the extent of the Covid-19 public health crisis. I cannot guarantee that services via telehealth will continue after this health emergency has abated. Please note the Department of Health and Human Services (HHS) has amended some telehealth HIPAA requirements during the COVID-19 national emergency to allow use of some technologies not previously compliant with HIPAA rules. This change is meant to make it easier for providers and patients to have access to needed services. Some of the telehealth communications I may use with you are examples of these newly amended protocols. For more details, please visit <https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>.

### Additional Points for Client Understanding:

- I understand that this form is signed in addition to the paperwork you completed as a new patient and does not change any of the *Client Consent for Counseling* documents I agreed to previously. (A copy of the new patient paperwork is available on the office website for you to review, if needed.)
- I understand that my Initial Consultation will be done using telemental health.
- I understand that telemental health services are completely voluntary and that I can choose not to do it or not to answer questions at any time.
- I understand that none of the telemental health sessions will be recorded or photographed by my therapist without my written permission, and I understand that I may not record or photograph any of my telemental health sessions without the written permission of my therapist.
- I understand that the laws that protect privacy and the confidentiality of client information also apply to telemental health, and that no information obtained in the use of telemental health that identifies me will be disclosed to other entities without my consent.
- I understand that because this is a technologically-based method it may sometimes be necessary for a technician to assist with the equipment. Such technicians will keep any information confidential.
- I understand mental health is performed over as secure a communication system as possible at this time and that it is difficult for anyone else to access these systems. I also understand there is still a possibility of a breach; I accept the rare risk that this could affect confidentiality.
- I understand that there are risks from telemental health that may include but are not limited to the possibility despite all reasonable efforts by my provider: the transmission of medical information could be disrupted or distorted by technical failures; the transmission of my medical information could be interrupted by unauthorized persons; the electronic storage of my medical information could be accessed by unauthorized persons; and/or misunderstandings may occur more easily, particularly when care is delivered in an asynchronous manner.
- I understand that telemental health sessions will not be exactly the same as an in-person session due to the fact that I will not be in the same room as my therapist.
- I understand that I may experience benefits from the use of telemental health in my care, but that no results can be guaranteed or assured.
- I understand I am responsible for creating a safe, confidential space during sessions and I will engage in sessions in a private location where I cannot be heard or seen by others.
- I understand I am responsible for logging out or hanging up once sessions are complete.
- I understand you may contact me from a blocked number to avoid others knowing we have connected.
- I understand that if there is an emergency during a telemental health session, then my therapist will call emergency services and my emergency contact. I understand that if I do not follow safety/emergency protocols, my therapist has the right to discontinue use of teletherapy to protect my safety and well-being.
- I understand that if the video conferencing or telephone connection drops while I am in a session, I will provide a phone number (see below) for follow up contact if a plan for technical failures has not already been arranged with my therapist.
- I understand that I am required to provide an emergency contact (see below) in case of an emergency.

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- I understand that telemental health-based services may not be appropriate for everyone seeking therapy. I also understand that if my therapist believes I would be better served by another form of therapeutic services (e.g. face-to-face services), she will make every effort under the circumstances of the COVID-19 health crisis to refer me to a practitioner who can provide such services in my area.
- I understand I may be requested to install applications specific to treatment onto my phone, tablet or computer device. Some applications specifically interact via phone /tablet, device, etc. and have the capability to report activity, GPS location, etc.
- I understand I have the right to withhold or withdraw this consent at any time. However, if I do so, this may require my therapist to provide referrals to other treatment providers if face-to-face services are not an option based on geography and/or circumstance.
- I understand the laws that protect the confidentiality of my personal health information also apply to telemental health, as do the limitations to that confidentiality discussed in the *Client Consent for Counseling* agreement. I also understand that the dissemination of any personally identifiable images or information from the telemental health interaction will not be shared without my written consent.
- I understand that email is not an appropriate means of communicating with my therapist in the case of emergency. I understand the email address provided below is to be used for providing this form only and is not an email that is monitored by my therapist. Any email address used by my therapist to engage in video conferencing is also not meant to be used in the case of an emergency or for counseling related content to be shared. I understand that email is not a secure communication medium for sensitive/personal information. I agree to call the office for scheduling, insurance questions, or supplying other information.

**Emergency Contact Name:** \_\_\_\_\_ **Emergency Contact Number:** \_\_\_\_\_

## CANCELLATION/NO SHOW POLICY

If you need to cancel an appointment, please follow the same procedure you already agreed to in your original *Client Consent for Counseling* documents. **As a reminder, cancellations should be made within 24 hours of your scheduled session time, unless you have a same day emergency arise. We understand this may be a more common occurrence in current times but please be sensitive to the needs of other patients needing appointments and the impact cancellations have on my practice now more than ever before.** Please call and inform our office of any same day emergencies. **If cancellation is not made within 24 hours, I reserve the right to charge a \$60 fee in the same way a fee is charged for missing or late cancelling in-person sessions.**

## PAYMENT FOR SERVICES

As with your face to face sessions, we will submit a claim to any insurance provider you gave us written consent to bill in your *Consent for Disclosure of Information to Third Party Payors* in the new patient paperwork completed at your first visit. Not all mental health services are a covered benefit in all insurance plans. However, it is our understanding at this time that most insurers are covering telemental health services during this emergency period. If you feel unsure, please contact your insurance company. **Patients are expected to pay for any part of charges not covered by insurance per usual procedure (i.e., copay, deductibles, etc.).** Billing processes remain the same for telemental health services as with in office visits, as outlined in the *Client Consent for Counseling* document. Self-pay arrangements already in place will remain the same for teletherapy sessions. **It is preferable that payments are made by phone. The front office will call you to obtain your credit card information after your session concludes.** It is also possible I may need to help relieve the burden on the front office by collecting your credit card information during our sessions and process the payment later. If an alternative form of payment is needed, please discuss this with me. Please be patient with us as we do our very best to continue offering you counseling services in an ever-changing situation.

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## CONSENT

I consent to engaging in telemental health as part of my treatment with Dr. Tonjanika Jackson, LPC, CPCS. I understand that “telemental health” includes the practice of health care delivery, diagnosis, consultation, treatment, transfer of personal health information, and education using interactive audio, video, or data communications. I understand the information provided above regarding telemental health.

I hereby give my informed consent for the use of telemental health in my care.

Name of Patient (Print)

Email (Print)

Cell Phone

\_\_\_\_\_

Signature of Patient

\_\_\_\_\_

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

Name of Legal Guardian [if patient under 18] (Print)

Signature of Legal Guardian

\_\_\_\_\_

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

I understand I am responsible for creating a safe, confidential space for my child or adolescent during sessions and I will allow them to engage in sessions in a private location where they cannot be heard or seen by others, including parents.

**\*\*We want to make returning this form to our office as easy as possible amid the COVID-19 health crisis. If you are attending a session in person, bring the form with you or ask the front office for a copy. You may also download and sign the form and email it back to the office at [renee.rbgs@gmail.com](mailto:renee.rbgs@gmail.com). If you have an easy way to scan your signed document and email it back to us, that's great. If not, you may take a photo with your smartphone and email it. If you have access to a fax, our fax number is 706-364-0269. You may also download, sign, and mail it to our office at the address at the top of this document. Need help? Give us a call at 706-364-0252. Thank you!\*\***

## INFORMED CONSENT FOR IN-PERSON SERVICES DURING COVID-19 PUBLIC HEALTH CRISIS

This document contains important information about in-person services in light of the COVID-19 public health crisis. Please read this carefully and let me know if you have any questions. When you sign this document, it will be an official agreement between us.

### Decision to Meet Face-to-Face

There may be a need to meet in person for some or all of our sessions. We will need to agree to meet in person. If there is a resurgence of the pandemic or if other health concerns arise, however, I may require that we meet via telehealth. If you have concerns about meeting through telehealth, we will talk about it first and try to address any issues. You understand that, if I believe it is necessary, I may determine that we return to telehealth for everyone's well-being.

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If you decide at any time that you would feel safer staying with, or returning to, telehealth services, I will respect that decision, as long as it is feasible and clinically appropriate. Reimbursement for telehealth services, however, is also determined by the insurance companies and applicable law, so that is an issue we may also need to discuss.

## Risks of Opting for In-Person Services

You understand that by coming to the office, you are assuming the risk of exposure to the coronavirus (or other public health risk). This risk may increase if you travel by public transportation, cab, or ridesharing service.

## Your Responsibility to Minimize Your Exposure

To obtain services in person, you agree to take certain precautions which will help keep everyone (you, me, and our families, [my other staff] and other patients) safer from exposure, sickness and possible death. If you do not adhere to these safeguards, it may result in our starting / returning to a telehealth arrangement. Initial each to indicate that you understand and agree to these actions:

- You will only keep your in-person appointment if you are symptom free.
- You will wear a mask/face covering in our suite until you reach my office. You and I will decide together if masks will be worn during your therapy session.
- The waiting room should be limited to patients being seen for therapy sessions. Minor patients or patients needing physical assistance may bring 1 person with them into the waiting room.
- You will take steps between appointments to minimize your exposure to COVID.
- If you have a job that exposes you to other people who are infected, you will immediately inform me/office staff.
- If a resident of your home tests positive for the infection, you will immediately let me/office staff know and we will then [begin] resume treatment via telehealth.
- I understand that my therapist cannot be held responsible for any exposure risks outside of the therapy office in other parts of the building or the parking lot.
- You will keep a distance of 6 feet and there will be no physical contact (e.g. no shaking hands) with therapists or staff.

I may change the above precautions if additional local, state or federal orders or guidelines are published. If that happens, we will talk about any necessary changes.

## If You or I Are Sick

You understand that I am committed to keeping you, me, [my staff] and all of our families safe from the spread of this virus. If you show up for an appointment and I [or my office staff] believe that you have a fever or other symptoms, or believe you have been exposed, I will have to require you to leave the office immediately. We can follow up with services by telehealth as appropriate.

If I [or my staff] test positive for the coronavirus, I will notify you so that you can take appropriate precautions.

## Your Confidentiality in the Case of Infection

## Dr. Tonjanika Jackson, LPC, CPCS

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If you have tested positive for the coronavirus, I may be required to notify local health authorities that you have been in the office. If I have to report this, I will only provide the minimum information necessary for their data collection and will not go into any details about the reason(s) for our visits. By signing this form, you are agreeing that I may do so without an additional signed release.

### **Informed Consent**

This agreement supplements the general informed consent/business agreement that we agreed to at the start of our work together.

Your signature below shows that you agree to these terms and conditions.

\_\_\_\_\_

Patient

\_\_\_\_\_

Date

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## BILLING PROCEDURES

- Appointments must be canceled at least 24 hours prior to the scheduled appointment or you will be charged a 'no-show' or late cancellation fee of \$65.00.
- A charge of \$25.00 will be assessed on all returned personal checks.
- Insurance will be filed for your appointments after the office has verified insurance coverage.
- Insurance deductibles, co-payments, and coinsurance amounts must be met at the time of service.
- Insurance laws have been enacted that forbid fee altering for services. If you have hardship needs, please discuss this with me during our first session.
- Statements are mailed on a monthly basis.
- I accept checks, cash, debit cards, and credit cards, Visa and MasterCard, as forms of payment.

Please direct any concerns or questions to either myself or the receptionist at 706-364-0252.

Please sign to indicate that you have read and understand my billing policies. If you do not understand, please inform me during our first session.

\_\_\_\_\_  
**Patient/Guarantor Signature**

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

### In Case of Emergency Contact:

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

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

Whom may we thank for referring you to us? \_\_\_\_\_

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**\*\*WOULD YOU LIKE INFORMATION RELEASED TO YOUR PRIMARY CARE PHYSICIAN?**

**YES \_\_\_\_\_ (COMPLETE ALL INFORMATION BELOW – SIGN & DATE)**

**NO \_\_\_\_\_ (\*\*PLEASE SIGN & DATE AT THE BOTTOM)**

Client: \_\_\_\_\_ Birthdate: \_\_\_\_\_

I, \_\_\_\_\_, authorize Dr. Tonjanika Jackson, LPC, CPCS

and my primary care physician Dr. \_\_\_\_\_

Phone# \_\_\_\_\_ Fax# \_\_\_\_\_

Address \_\_\_\_\_

to exchange information regarding my mental health and/or substance abuse treatment and medical health care for coordination of care purposes as may be necessary for the administration and provision of my health care coverage. The information exchanged may include information on mental health care and/or substance abuse care and/or treatment such as diagnosis and treatment plan. I understand that this authorization shall remain in effect for 12 months from the date of my signature below or for the course of this treatment, whichever is longer. I understand that I may revoke this authorization at any time by written notice to the above behavioral health provider. I also understand that it is my responsibility to notify my behavioral health provider if I choose to change my primary care physician.

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

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Today's Date: \_\_\_\_\_

**THANK YOU** for taking the time to fill out this packet prior to the scheduled time of your appointment. Please bring this completed form with you to your appointment after having received it from the office or plan to arrive a minimum of 30 minutes early for your appointment in order to complete the paperwork in the office. This information will be used by your Counselor to provide you the best possible counseling services. If you are uncomfortable answering any of this information or have questions about this form, please leave those questions blank and your Counselor will discuss it with you. All information will be kept confidential, subject to the exceptions noted in the previous Client Consent for Counseling Form.

## PERSONAL INFORMATION FOR YOUR COUNSELOR

Full Name: \_\_\_\_\_ Preferred Name/Nickname: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Age: \_\_\_\_\_ Gender: Male Female (circle)

Ethnicity: \_\_\_\_\_ Religion/Spiritual Orientation: \_\_\_\_\_

### **A. EMPLOYMENT/SCHOOL**

Occupation, employer, and number of hours worked per week:

\_\_\_\_\_  
Highest Level of Education Achieved:  
\_\_\_\_\_

Are you in school/college now? Y N Where?

\_\_\_\_\_

Grade or year in college/graduate program: \_\_\_\_\_ College major/graduate program: \_\_\_\_\_

### **B. MARITAL/PARTNERSHIP AND HOME INFORMATION**

Relationship Status:  Single  Committed Relationship (How long? \_\_\_\_\_)  Engaged (When? \_\_\_\_\_)

Separated (When? \_\_\_\_\_)  Divorced (When? \_\_\_\_\_)  Married (1<sup>st</sup> marriage? Y N When? \_\_\_\_\_)

Widowed/Widower (How long? \_\_\_\_\_) Sexual orientation: \_\_\_\_\_

List your children and their ages:

\_\_\_\_\_

List who resides with you and indicate relationship:

\_\_\_\_\_

\_\_\_\_\_



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## **C. CURRENT NEEDS /TREATMENT HISTORY**

Briefly describe the reason(s) you are seeking services at this time.

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How long have you been concerned about the problems that bring you to counseling now?

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In what ways have you attempted to work on these problems so far?

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How much counseling or psychotherapy have you had in the past?

None  <1 month  1-3 months  3-6 months  6-12 months  More than 1 year

Describe the counseling:

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Are you currently seeing another counselor, psychologist, or psychiatrist: Y N If yes, list name of clinician and their office contact information:

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Family/Primary Care Physician Name: (Name, Address & Phone)

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Describe any medical conditions/health problems:

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Please list all medications (both psychiatric and non-psychiatric) you are currently taking, the dosage, and name of the physician who prescribed it:

Name: _____	Dose: _____	Prescriber? _____	Start Date: _____	Reason: _____
Name: _____	Dose: _____	Prescriber? _____	Start Date: _____	Reason: _____
Name: _____	Dose: _____	Prescriber? _____	Start Date: _____	Reason: _____
Name: _____	Dose: _____	Prescriber? _____	Start Date: _____	Reason: _____
Name: _____	Dose: _____	Prescriber? _____	Start Date: _____	Reason: _____

If you have ever taken any other medications (other than those listed above) for problems related to stress, anxiety, depression, sleep, or any other medication related to an emotional issue list name of medication(s), when you took it, the purpose of the medication, and if you found the medication helpful: \_\_\_\_\_

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Do you currently have suicidal feelings? \_\_\_\_\_ Have you been suicidal in the past? \_\_\_\_\_ If yes to either, please explain: \_\_\_\_\_

Any past hospitalizations related to mental health, attempted suicide, or alcohol/substance abuse? Y N If yes, please explain: \_\_\_\_\_

## **D. SUBSTANCES**

What is your history with the following substances?

Alcohol: Quantities/Frequency in Past: \_\_\_\_\_ Quantities/Frequency Now: \_\_\_\_\_

Street/Recreational Drugs (please specify drug & frequency of use):

Quantities/Frequency in Past: \_\_\_\_\_

Quantities/Frequency Now: \_\_\_\_\_

Nicotine: Quantities/Frequency in Past: \_\_\_\_\_ Quantities/Frequency Now: \_\_\_\_\_

## **E. FAMILY/PERSONAL HISTORY:**

Is there a diagnosed or suspected family history of psychological problems? Y N If yes, describe who & what problem: \_\_\_\_\_

Did either parent have a problem with alcohol or other drugs? Y N If yes, who? \_\_\_\_\_

Are your parents still together? Y N If no, how old were you when their relationship ended? \_\_\_\_\_

Do you believe you experienced physical abuse? Y N If yes, who was the source of the abuse and when? \_\_\_\_\_

Do you believe you experienced verbal or emotional abuse (i.e., name calling, criticism, being ignored)? Y N If yes, who was the source of the abuse and when? \_\_\_\_\_

Have you had an unwanted sexual experience as a child or as an adult? Y N If yes, by whom? \_\_\_\_\_  
\_\_\_\_\_ How old were you? \_\_\_\_\_ Did you tell anyone? Y N

Have you ever served in a branch of the U.S. military? Y N If yes, did your service include a combat tour of duty? Y N If yes, describe: \_\_\_\_\_

Do you experience problems related to any past very stressful event(s)? (ex., nightmares, thinking about events when you do not want to, going out of your way to avoid reminders of past events, feel constantly on guard, watchful or easily startled, feel guilty or unable to stop blaming yourself/others for past events, feel numb or detached from outside world) Y N If yes, what event(s) do you believe is the source of these problems? \_\_\_\_\_

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Please describe the quality of the relationship with your mother: \_\_\_\_\_

\_\_\_\_\_

Please describe the quality of the relationship with your father: \_\_\_\_\_

\_\_\_\_\_

Please describe the quality of the relationship with a step-parent: (specify if step-mother/step-father) \_\_\_\_\_

\_\_\_\_\_

Please describe the quality of the relationship with your spouse/significant other: \_\_\_\_\_

\_\_\_\_\_

Please list ages of siblings and note the quality of your relationship: \_\_\_\_\_

\_\_\_\_\_

Please make any other comments here you wish (i.e., any strengths or unique qualities about you that could inform our work together, what you are looking for in a therapist, fears about starting therapy, your hopes for the future, etc.).

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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## PERSONAL SAFETY/CRISIS PLAN

Individual Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Date of Personal Safety/Crisis Plan: \_\_\_\_\_ Initiation of Services: \_\_\_\_\_

1. People that participate in therapy sometimes experience one or more of the following conditions:
  - Self-harm (thoughts/feelings/behaviors to hurt, cut, hit, burn, etc. one's self)
  - Aggression (thoughts/feelings/behaviors to hurt, break things, threaten, cut, hit, burn, etc. others)
2. If you ever experience such thoughts, feelings, or behaviors, this document is a Safety/Crisis Plan with an attached Self-Care Plan intended to help you if you ever find yourself having any of the above-mentioned thoughts/ideas.

---

### **Part I: Please answer the following questions as honestly as you can, so that we can help provide a safe environment if you ever find yourself experiences thoughts of harming yourself or others.**

Some things I notice about myself or what others may notice when I begin to lose control:

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Some things that make me upset or angry, my “triggers” are?

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I can do or tell myself these things to calm down:

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Someone I can talk to about my thoughts and feelings when I feel out of control is:

Have I ever had thoughts about hurting myself or anyone else in the past?

If I have thoughts about hurting myself or anyone else I will:

If I am alone and have thoughts and feeling about hurting myself or someone else I will:

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## Part II: Self-Care Plan

1. If, at any time, I should feel unable to resist impulses to self-harm, to act-out aggressively, or to engage in harmful behaviors, I agree to do several of the following options:
  - Self-care activities: \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
  - Agency and Professionals that serve as my primary point of contact when I am experiencing a crisis are the following:  
Georgia Crisis and Access (GCAL) Line Phone: 1-800-715-4225
  - Call a relative, friend, or sponsor:  
Name: \_\_\_\_\_ Phone: \_\_\_\_\_
  - Name: \_\_\_\_\_ Phone: \_\_\_\_\_
  - Name: \_\_\_\_\_ Phone: \_\_\_\_\_
  - Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Additional Crisis Lines and “warm” lines you can reach:

- Call Lighthouse Care Center of Augusta 706-651-0005
  - Call Medical College of Georgia at GRU 706-721-3141
  - Visit a local Emergency Room
  - Call 911
  - Peer Support and Wellness Center 888-945-1414
  - Teens in crisis hotline at 877-968-5463
2. This Self-Care Plan begins immediately and will remain in effect for the duration of your therapy with **Dr. Tonjanika Jackson, LPC, CPCS**, as well as updated as needed per clinician or by your choice. Your agreement to this plan shows that you are committed to work through any thoughts, feelings, and behaviors at this time as well as in the future.
  3. By signing this document you are agreeing to the following statements and actions:
    - (a.) I understand that there are people available to help me.
    - (b.) I also understand that getting the help and assistance I need might take some time.
    - (c.) I agree not to do anything to harm myself or others in any way while I am seeking out help and assistance. This includes any kind of overt or passive acts of danger to myself or others.
    - (d.) Overt acts are intentional acts to harm myself or others. Passive acts involve putting myself or others in possible danger, such as not looking when crossing a street or engaging in unprotected sexual activities.
  4. Your signature below indicates that you have read and understand what is being asked of you, and you are choosing to agree to uphold this Self-Care Plan without exception.

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Individual Signature

---

Date

---

Parent/Guardian Signature (if applicable)

---

Date

---

Dr. Tonjanika Jackson, LPC, CPCS Signature

---

Date

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Please cut below to keep the wallet-size Self-Care Plan with you at all times:

**SELF-CARE PLAN** (please keep in your wallet)

- Self-care activities: \_\_\_\_\_  
\_\_\_\_\_
- Call a relative, friend, or sponsor:
  - Name: \_\_\_\_\_ Phone: \_\_\_\_\_
  - Name: \_\_\_\_\_ Phone: \_\_\_\_\_
  - Name: \_\_\_\_\_ Phone: \_\_\_\_\_
  - Name: \_\_\_\_\_ Phone: \_\_\_\_\_
- **Your therapist, Dr. Tonjanika Jackson, LPC, CPCS**
- **Contact number: 706-364-0252**
- Georgia Crisis and Access (GCAL) Line Phone: 1-800-715-4225
- Call Behavioral Health Link/GCAL: 800-715-4225
- Call Lighthouse Care Center of Augusta: 706-651-0005
- Call Medical College of Georgia at GRU: 706-721-3141
- Visit a local Emergency Room
- Call 911