



Frequently Asked Questions

Each frequently asked question is outlined below and will update this document periodically.

1. What do your DPA, CLC, and CBS credentials mean and why are you qualified to offer lactation counseling?
 - I am a Certified Lactation Counselor (CLC) and Certified Breastfeeding Specialist (CBS) with over 90 hours of education and also have to re-certify with continuing education hours under both programs every 3 or 5 years. I am also an experienced pumper as I exclusively pumped for both of my children. I pumped for my first journey for 9 months until pregnancy and had an additional 3 months of a freezer stash. I am tandem pumping for over 2 years with my second journey and still going and providing both children with breastmilk as well as a freezer stash. I have tried over 35 pumps to date and still counting so I have extensive pumping experience. I also obtained my Doctor of Public Administration where I have a sincere interest in helping and advocating for underrepresented groups and focused on an underrepresented group for my dissertation.
2. What is the best way to book a virtual session online?
 - The best way to secure a virtual session is booking online through my website at www.pumpwithpurpose.com then book an appointment that will take you to my secure online client portal or you can book directly on my secure client portal <https://pumpwithpurpose.clientsecure.me/>.
3. When should I book a virtual session online?
 - If you would like personalized and customized advice based on your goals, preferences, and lifestyle.

4. How do I know when I should book a virtual session online?
 - If you need assistance with your pumping journey at any time, Pump with Purpose is always available to help you to reach your pumping goals. Please check out the areas of focus section on the services page to learn more about areas that I can assist with. Some popular education provided include developing plans, setting schedules, breast pump and pumping product education.
5. What is telehealth or telelactation?
 - Telelactation is live two - way audio and video electronic communications that allows lactation professionals and clients to meet outside of a physical office setting.
6. What forms of payment do you accept?
 - Pump with Purpose accepts credit cards, debit cards, and most Flexible Spending Account (FSA) cards and Health Savings Account (HSA) cards. If FSA or HSA card is not accepted once processed client is responsible to provide another acceptable form of payment.
7. When is payment due?
 - Payment is due at intake prior to the time of service.
8. Do you accept insurance?
 - Pump with Purpose does not accept insurance, but does offer superbills that a client can file with their insurance after the paid session. Pump with Purpose also offers a Superbill that the client can use to seek insurance reimbursement after each appointment if desired. Client is responsible for verifying insurance coverage prior to booking. Insurance reimbursement is not guaranteed and refunds will not be issued if insurance does not provide reimbursement.
9. Is your lactation practice compliant?
 - Yes, Pump with Purpose has made its best effort to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) as well as Code of Ethics of the Academy of Lactation Policy and Practice.
10. What is your reschedule policy?
 - Reschedules are allowed with at least 24-hour notice.
11. How often should I be pumping at the beginning?
 - For exclusively pumping or occasional pumping, Pump with Purpose recommends booking a session to understand your pumping goals. The first 12 weeks are

critical to establishing, building, and maintaining/sustaining supply. The sooner a session is booked the better to optimize results.

12. What is the best pump for me?

- Pump with Purpose recommends booking a session as choosing a pump should be based on your goals, preferences, and lifestyle. Some breast pump considerations include efficiency, comfort, adjustability, availability, cost, budget, ease of use and cleaning, durability, versatility, portability, mobility, safety, and the list goes on. There are so many things to consider when choosing a pump.

13. What do I do if I experience pain while pumping?

- Pumping should not be painful. Please feel free to book a session to discuss what you are experiencing and we can discuss ways to improve pumping.

14. What do I do if I have elastic nipples?

- Elastic nipples are when your nipples swell and potentially stretch to the back of the flange when pumping. Flange sizing may be harder to determine and there are multiple products that can be used to improve comfort.

15. Am I using the right flange size?

- Pump with Purpose recommends booking a session to determine flange sizing and ways to improve comfort. Flange sizing is very important and instrumental to your pumping journey so I dedicate a session to discussing as well as ways to improve comfort.

16. What do I do if I keep experience clogs?

- Clogs can occur for multiple reasons and Pump with Purpose recommends booking a session to discuss clogs and how to get relief while pumping.