



17 Windham Road, Pelham, NH 03076

Holistic Psychiatric Health Policies

Informed Consent

All services provided at Holistic Psychiatric Health require patient informed consent. Once consent for services is given, it can be withdrawn at any time without fear of retribution or reprisal. Any changes made to an individual's services will only occur with his/her informed consent. This includes, but is not limited to, receipt of behavioral health services, development of a treatment plan, and authorization to release and obtain information from other service providers.

Forms:

All necessary forms needed for your visit must be received at least 2 business days prior to your scheduled appointment. Specific forms needed will be discussed during the free 15-minute phone consultation and will be sent to you electronically to fill out and send back electronically via secure software. For medication appointments, records will be needed as follows: Most recent physical from primary care physician within the past 1 year, records from prior mental health provider and 2 recent visit notes from current therapist. These records may be faxed to Holistic Psychiatric Health at 1-949-577-4905, 2 business days prior to your scheduled appointment.

Weapons

Weapons are not permitted on the premises of any of the Holistic Psychiatric Health locations. Bringing weapons to any appointment may result in discharge of services.

Financial Policies Agreement

Payments for services provided by Holistic Psychiatric Health are due to be paid in full at the time of service via cash, check or credit card, if the service is not covered by the patients' health insurance or if the patient does not have health insurance. If the patient is covered under insurance, payment of co-pay, co-insurance or deductible is due in full at the time of services rendered. For prescriptions, the patient should contact their insurance company in regards to medication coverage and pharmacy benefits. It is the patient's responsibility to verify insurance benefits and coverage to ensure it is fully understood what is covered. It is the patient's responsibility to inform the practice of any changes to the insurance plan prior to the visit, or the patient may be responsible for the full fee. This may include charges for any and all services provided by Holistic Psychiatric Health. There will be a charge of \$50.00, including applicable fees from the financial institution(s) for returned checks or disputed credit card payments. Payment is due on or before the next appointment. All patients are required to have a credit card on file to initiate or continue care. It is the patient's responsibility to update any expired credit cards with new credit card information.

Fees Not Billed to Insurance/Professional Services



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Additional services outside of a routine office visit are subject to separate fees. Such services may include: extensive consultations with family members, past or current medical providers, educational professionals, attorneys, courts, agencies or other people/entities, paperwork, letters, correspondences, etc. Additional charges are the responsibility of the patient. Fees are listed below:

- Nurse Practitioner hourly fee: \$250
- Clinician hourly fee: \$150
- Holistic/alternative sessions or teachings hourly fee: \$100
- Hypnosis Hourly fee: \$150

Signed Document Complying with Federal Laws, including HIPAA

To comply with federal laws including HIPAA, this office must have a signed authorization from the patient, or responsible party, stating who we are authorized to release information to. You can contact our office for a copy of the form.

Records Access

To have records sent to self or others you must sign the "Authorization to Release Medical Records from Holistic Psychiatric Health" form in its entirety. Incomplete forms will not be processed and will delay your request. The cost is \$20.00/hr administration time to prepare as well as 25 cents per page to fax or copy your record, plus postage and handling via certified mail. We do not email records. Processing is 15-30 business days for most circumstances. Please be aware, although you may have signed a release for communication, if you are requesting that we send records, you will need to complete this process each time you request records to yourself or to be sent to any provider or entity, which includes primary care or change of psychiatric provider upon termination.

Attendance/Cancellation/Late/No show/Discharge

Holistic Psychiatric Health policy requires patients to cancel 1 business day in advance of their appointment, a minimum of 24 hours prior to the appointment time on a business day, to avoid a cancellation fee. For example, if your appointment is Monday at 9am, you will have to cancel this appointment by Friday at 9am. It is the patient responsibility to contact Holistic Psychiatric Health to schedule their appointments. Patients who arrive more than 7 minutes late for a 15 minute appointment, 10 minutes late for a 30-minute appointment and 15 minutes late for a 60-minute appointment, may not be seen and will be charged a late cancellation fee that needs to be paid prior to being rescheduled. Holistic Psychiatric Health charges a \$100.00 fee for all late cancellations, no-shows, or late arrivals for medication management visits. All other services missed or in violation of the cancellation policy will be charged in full. Holistic Psychiatric Health will charge your credit card on file the same day. The patient is not penalized if the Provider is late due to extenuating circumstances,



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which may occasionally arise. Holistic Psychiatric Health may discharge a patient from services for the following circumstances:

- If the patient or provider move out of the service area
- If the patient needs a higher level of care than what Holistic Psychiatric Health offers
- If the patient or family members are abusive to the provider or staff
- If a patient has an outstanding balance that is not fulfilled prior to the next appointment
- If a patient does not follow recommended treatment plans or instructions related to medication prescribing
- If the patient misses, no shows, is late or cancels an appointment greater than 1 time
- If a patient fails to schedule a follow up appointment within the time frame recommended by the Provider

Confidentiality

Confidentiality of patient information is protected by the law. This information can only be released with your written permission, unless there is an emergency situation. Insurance companies often require information about diagnosis, treatment, and other important information in order to provide coverage. Several exceptions to confidentiality do exist that require disclosure by law and are as follows:

- Information may be shared with other Holistic Psychiatric Health staff for purposes of supervision, quality, assurance and billing. The persons with whom the information is shared are also held to standards of strict confidentiality.
- If your provider judges that you present a clear and present danger to yourself or others and you refuse to accept appropriate treatment, the provider may seek legal commitment/hospitalization and/or may notify members of your family to protect your safety.
- If you are involved in a legal proceeding and the court issues an order or subpoena requiring testimony or your record, we have no recourse but to obey.
- If you communicate a threat to kill or seriously injure another person, we may be required to take precautionary steps including notifying and warning the person you threaten and/or the police.
- If we have a reasonable cause to believe a child, an elder or a person suffering from mental illness or intellectual or developmental disabilities is experiencing physical or emotional injury resulting from abuse or neglect, we are required to notify the designated state investigation agency.

Contacting Your Provider

You may contact your provider via the office phone number or the patient portal. Email should never be used for any correspondence with your provider, especially urgent or emergency issues. If the provider



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is not reached you may leave a voicemail with the correct contact information and the provider will return correspondence within 2 business days. Medications are only refilled in visits and requests for medication refills via phone calls will not be honored. We do not offer walk ins or crisis services. If you have an emergency, **DO NOT CALL THE OFFICE, CALL 911 INSTEAD.** We recommend you visit an Emergency Room for any emergent or crisis situations, as they do not require an appointment and will take walk ins and provide crisis services. Should you be in a visit with your provider and an emergency situation is discovered you will be transported via ambulance to the nearest emergency room. You should discuss the cost of such services with your health insurance company. If such services are not covered by the patient's health insurance, they will be the responsibility of the patient. You will be made aware ahead of time if your provider will be on vacation. It is your responsibility to voice any needs you may have prior to your provider leaving the office for vacation time.

Communication for Appointment Reminders

With your consent, Holistic Psychiatric Health may need to use your name, phone number or email address to contact you with appointment reminders. Messages will contain your name, the providers name, as well as the date, time and location of your appointment. You have the right to refuse or revoke consent for this service. Revocations must be made in writing. It is your responsibility to know the date, time and location of your appointment. You are subject to the appropriate fees if you miss your appointment, regardless if you received a reminder call. Appointment reminders are not a guaranteed service. Please note, Holistic Psychiatric Health cannot guarantee any communications via email, telephone or any electronic method of communication will remain confidential. There is a risk that the electronic or telephone communications may be compromised.

Pharmacy:

Holistic Psychiatric Health may have access to your prescription history from other providers through the electronic medical record. It is your responsibility to update pharmacy information in visits with your provider to ensure medications are being sent to the correct pharmacy.

Legal

Legal matters requiring the testimony of a mental health professional can arise, which can be damaging to the therapeutic relationship between a patient and their provider. It is generally recommended that you hire an independent forensic mental health professional for such services.

Recording Sessions

Patients are prohibited from recording sessions or providers/clinicians under any circumstances. Patients may not bring recording devices into their visit. All phones and electronic devices must be turned off during your visit.



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Controlled Substances/Medication Prescribing

At Holistic Psychiatric Health, we do not prescribe controlled substances, nor will we treat patients who are prescribed controlled substances from another mental health provider. All patients are subject to urine drug testing and lab work to evaluate health and risk factors, per discretion of the provider. Medications will only be prescribed by the assigned prescriber. A patient must be present at a scheduled appointment in order to receive medication refills. Early refills or replacements for lost medication cannot be provided for any reason. It is your responsibility to make sure you do not run out of medication. We advise making an appointment one month in advance to ensure there is an available time. Notify your prescriber immediately if you have any adverse reactions to any medications they prescribed. It is important to inform you prescriber about all medications prescribed by other providers. Your prescribed medications should not be given to another person at any time for any reason. Psychotherapy is considered to be an essential component of a person's recovery and will likely be a required part of the treatment plan. Please note, medications may not be prescribed at the intake session with your provider. All decisions in regards to medication prescribing will be made at the discretion of the prescriber in keeping with their clinical judgment.

Inclement Weather:

Holistic Psychiatric Health may close for inclement weather per their discretion. If this happens, and you have an in person appointment scheduled, you will be notified via phone to inform you of the closure and to either reschedule your appointment or attend your appointment via a telehealth visit to avoid having to reschedule.

15 Minute Free Phone Consult:

The free 15-minute phone consult is offered to discuss reasons for treatment and interest of services. During this phone consult, should you become accepted as a patient and scheduled for an appointment with Holistic Psychiatric Health, we will collect credit card information and insurance information in preparation for your visit. We will also discuss necessary forms which must be filled out and submitted to Holistic Psychiatric Health 2 business days prior to your appointment.

By signing the "Consent for Treatment and Acknowledgement of Policies" Agreement Signature Form, you agree that you have read, agree with and understand this document, which contains information on Holistic Psychiatric Health's informed consent, forms, weapons, financial policy, professional fees, federal laws and HIPAA, records access, attendance/cancellation/no-show/late arrival and discharge policies, confidentiality, contacting your provider, confirmation and communication for appointment reminders, pharmacy, legal, recording sessions, controlled substances and medication prescribing, inclement weather, free 15 min phone consult, and you agree to abide by its terms during the professional relationship. You also understand and agree that our policies can change at any time. Effective date of this form is 04/01/2020



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