

Office Policies and Consent for Treatment

Welcome to Healing Minds Integrative Mental Health. Our mission is to promote healing through knowledge and empowerment.

This document will help you understand our professional relationship, expectations and promises to you. If you have any questions, please let us know so we can answer them fully. More information regarding our practice can be found at www.healingminds.care.

1. Your Rights

- You have the right to refuse treatment.
- You have the right to change practitioners or receive referrals to another practitioner.
- You have the right and responsibility to choose a practitioner that best suits your needs.
- You have the right to confidentiality. There are exceptions including the reporting of abuse as required by law, dangerousness to self or others or grave disability. Please refer to our notice of privacy practices.
- You have the right to raise questions about our therapeutic approach or your progress at any time.

2. Appointments

- Clients are seen by appointment only. We understand how valuable your time is. Please help us to remain on schedule for all our clients by arriving early for your appointment to check-in. Emergencies do occasionally arise due to the nature of our practice. Should emergencies arise, we will do our best to notify you as soon as possible and give you the option to reschedule if needed. We appreciate your understanding during these times.
- Scheduling: Appointments are scheduled at mutually agreed intervals based on clinical condition. If you require an appointment sooner than originally scheduled or if you need to reschedule, please call the office or use our self-scheduling feature. The maximum time between appointments is 3 months. Appointment changes with less than 24 hours' notice are subject to the cancellation policy.
- Cancellation: If you arrive more than 10 minutes late for an appointment, we may ask that you reschedule to permit adequate time for your appointment. Cancellations or reschedules made less than 24 business hours prior to the appointment are subject to a fee equal to the full cost of the visit. A missed appointment that was not cancelled in advance is subject to a fee equal to the full cost of the visit. Three or more missed appointments in a 12-month period may result in the termination of our professional relationship.

3. Billing and Fees

- Payment is due at the time of service.
- Payment can be made through the secure portal of our electronic health record. Your credit card or HSA card may be stored securely for future charges.
- Balances over 30 days will be charged to your card on file. Balances must be settled before scheduling an appointment.
- Our practice does not accept insurance. We can provide you with documentation to support your claim for out of network benefit if you desire.
- Current rates are:
 - Comprehensive Evaluation \$350
 - 60-minute follow-up \$250
 - 30-minute follow-up \$150
 - Telephone consultations \$75 per 15 minutes
 - Other activities such as refill requests, letter writing, forms, etc. will be billed at \$25 per 5-minute increment for the time required to complete the request.

4. Treatment

- Your treatment at Healing Minds will involve the integration of multiple modalities. This may include brief psychotherapy, medication, diagnostic studies, lab tests, lifestyle interventions, nutrition education, and evidence-based complementary and alternative medicine strategies. We may refer you to a therapist or other specialist as part of your treatment. You and your provider will decide together on the best course of treatment for you.
- Your treatment may be rendered remotely by videoconference using a secure telehealth application, if you and your provider agree that this is to your benefit. Your provider will not record these sessions, and you agree not to record your sessions. Telehealth sessions risk misunderstanding of one another and/or disruption of the normal flow of interaction due to the limitations of communicating via videoconference. Please inform your provider if you think this has occurred. The risks and consequences associated with telehealth also include, but are not limited to, disruption of transmission due to technology failures; interruption and/or breaches of confidentiality by unauthorized persons. To provide treatment via telehealth, we require that you identify an emergency contact person, and that you consent to confirming your location at the start of each session.

5. Medications

- Before prescribing any medication, we will guide you through a risk/ benefit analysis so that you can make an informed choice.
- Medications require careful adherence and monitoring. If you experience an adverse effect, please call the office to discuss.
- Controlled medications require an appointment to refill.
- At each appointment, you will be given enough medications to last until your next appointment. If you need a refill between appointments, please call the office at least 5 days in advance. Note that we do not refill medications on weekends or holidays.

6. Communication

- The best way to contact us is by phone or through the secure portal. Please note that your clinician may be with a client but will make every effort to address your issue as soon as possible. If you leave a voice message, please state your name clearly, your phone number, reason for calling, and the best time to contact you. For non-urgent matters, please allow 24 business hours for a response. Messages left late in the day, on weekends, or on holidays may not be returned until the next business day. If you or someone close to you is in immediate danger, please call 9-1-1 or proceed to the nearest emergency room.
- Text messaging and e-mail are not secure means of communication and may compromise your confidentiality. Therefore, please do not send any sensitive content via text or email.
- Healing Minds may contact you by telephone, electronic messages, mail or text about scheduling, treatment or payment for services rendered. These calls include but are not limited to using an automatic telephone dialing system, artificial or prerecorded voice, cellular telephone service, specialized mobile radio service, or other radio common carrier service (“Authorized Communications”).

7. Emergencies

- Healing Minds does not provide emergency services. If you or someone close to you is in immediate danger, please call 9-1-1 or go to the nearest Emergency Department.
- For urgent matters, please call us immediately and state the nature of the urgent problem. Our office will call you back that day.

8. Coordination of care

- We believe communication between health professionals is key to providing effective care. With your consent, we will coordinate care with your therapist, primary care provider, or other professionals. If needed, we may refer you to a therapist or other professional to address specific issues.

9. Social Media

- It is our policy not to accept social media requests from or communicate with any current or former client on social networking sites such as Facebook, Twitter, Instagram, Pinterest, etc. because it may compromise your confidentiality and blur the boundaries of our professional relationship. For this reason, we will not respond to or interact with clients on social media platforms.

10. Legal Matters

- Healing Minds does not provide court evaluations or court testimony. We can refer you to someone who has specialized in this. If we are ordered to testify in proceedings, it can undermine our therapeutic relationship and reduces our availability to our other clients. Please inform us immediately if you are involved in court proceedings or plan to go to court.

11. Safety

- We promise to provide a safe environment for healing. We ask that you support a safe environment for our staff and our other clients. Dangerous behavior or threats will result in the immediate termination of our provider/client relationship.

12. Terms of Provider/Client Relationship

- You may terminate your treatment with Healing Minds at any time. We encourage you to inform us so we can talk about any issues or reasons behind termination. These issues that have arisen may lead to progress or breakthroughs in your treatment. Terminating without these discussions is a lost opportunity.
- Under certain circumstances, Healing Minds may assume that you have terminated your treatment. This includes missed appointments with no follow up or contact for 21 days. If our attempts to contact you fail, we will notify you by mail of termination. We will also provide you with information about alternate providers in the area.
- Under certain circumstances, Healing Minds may decide that it is necessary to terminate the provider/client relationship. These situations are given careful consideration and we will do our best to involve you in that discussion. Written notification will be provided along with information about alternate providers in the area.

Agreement and Consent: I have read these policies, understand them, and agree to abide by them. I have been given the opportunity to ask any questions regarding this agreement. I consent to all the authorized communication methods outlined above.

I agree that I am financially responsible for all charges that I incur. I agree to pay all fees and charges at the time of service. I hereby authorize Healing Minds, LLC to charge my card on file for balances over 30 days in arrears.

I consent to be treated and grant permission to Healing Minds to perform such examinations, medical and therapeutic procedures as may be professionally deemed necessary or advisable for my treatment.

Name: _____

Signature: _____

Date: _____