

MindCare Psychiatry

## PRACTICE POLICIES

### APPOINTMENTS AND CANCELLATIONS

Please remember to cancel or reschedule your appointment at least 24 hours in advance.

Appointments canceled with less than 24 hours' notice will result in a \$100.00 fee, which is not covered by insurance.

A \$25.00 service charge will apply to any returned checks requiring special handling.

Cancellations and rescheduled sessions are subject to a full charge if NOT RECEIVED AT LEAST 24 HOURS IN ADVANCE. This policy reflects the time commitment made exclusively for you. If you are late for a session, your session time may be shortened accordingly.

### MISSED APPOINTMENTS

We understand that schedules can be unpredictable. If you need to cancel or reschedule, please notify us at least 24 hours before your scheduled appointment. Established patients may use the patient portal to provide this notice. Failure to provide 24-hour notice will result in a \$100.00 late cancellation fee, not billable to insurance.

### MEDICATION REFILLS

The routine practice of MindCare Psychiatry is to write prescriptions to meet your medication needs until your next scheduled appointment. By keeping appointments or rescheduling promptly, additional refills are rarely necessary. If an exception occurs, please request an electronic refill through your pharmacy at least five business days before running out of medication.

Refills are processed on a case-by-case basis for patients with a scheduled follow-up appointment.

Refills will not be processed after hours, on weekends, or holidays.

Controlled substances cannot be refilled by phone and will only be prescribed during in-office visits, if appropriate.

It is your responsibility to schedule follow-up appointments in a timely manner and within the return timeframe outlined in your treatment plan.

#### TELEPHONE, EMAIL, AND PORTAL ACCESSIBILITY

If you need to contact the office between sessions, you may leave a message on our voicemail or send a message through the patient portal for non-urgent matters.

While immediate availability is not guaranteed, every effort will be made to respond to messages within 24-48 business hours.

Texting is not an accepted form of communication.

For emergencies, please call 911 or proceed to the nearest emergency room.

#### SOCIAL MEDIA AND TELECOMMUNICATION

To protect your confidentiality and minimize dual relationships, we do not accept friend or contact requests from current or former clients on social networking platforms such as Facebook or LinkedIn. Adding clients as contacts on these platforms may compromise privacy and blur therapeutic boundaries. If you have questions, please discuss them during your appointment.

## ELECTRONIC COMMUNICATION

Telemedicine involves the use of electronic means to deliver medical services and information.

Key points about telemedicine:

- You retain the right to withdraw consent at any time without impacting your care or access to benefits.
- Confidentiality protections apply equally to telemedicine services.
- You have access to all medical records related to telemedicine interactions.
- Any dissemination of identifiable information will require your explicit consent.
- Telemedicine carries potential risks and benefits, which include improved access, continuity of care, and reduced travel time. Risks include limited non-verbal observational data.

## CONFIDENTIALITY

All treatment-related information and records are confidential unless written consent for disclosure is provided. However, there are legal exceptions:

- If there is risk of harm to yourself or others.
- If abuse or neglect of a child, elder, or dependent individual is suspected.
- If required by a court order or law.
- If necessary for insurance billing purposes.
- In an emergency that necessitates information sharing.
- If consultation with another professional is required for treatment planning.

## PATIENT RIGHTS AND RESPONSIBILITIES

Your rights:

- To be treated with dignity and respect.
- To receive care free of discrimination.
- To participate actively in your treatment planning.

- To refuse treatment or terminate services at any time.

Your responsibilities:

- To arrive on time for appointments free of alcohol or illicit substances.
- To participate actively in your treatment plan.
- To maintain follow-up appointments as outlined in your care plan.

## TERMINATION OF TREATMENT

Treatment will be considered terminated if you fail to schedule an appointment or contact the office within 30 days of a missed appointment. Re-establishing treatment will require a new consultation.

MindCare Psychiatry reserves the right to terminate treatment for reasons such as:

- Non-compliance with the treatment plan.
- Disruptive or aggressive behavior by the patient or their associates.
- Referrals to another provider better suited to meet your needs.
- Non-payment for services rendered.

To maintain an active provider-patient relationship, patients are typically required to be seen at least once every three (3) months or more frequently as dictated by the treatment plan.

## LENGTH OF TREATMENT

Treatment duration and appointment frequency vary based on individual needs, medication response, and therapeutic goals. These will be discussed and adjusted as necessary during your care.

## SERVICES NOT PROVIDED

MindCare Psychiatry does not provide:

- Court evaluations or testimony (e.g., child custody, workers' compensation, criminal cases).
- Disability evaluations.
- Documentation for emotional support animals.

#### REVISION OF OFFICE AND PRACTICE POLICIES

MindCare Psychiatry reserves the right to revise office and practice policies at any time without prior notice. Updated policies are effective immediately upon posting. Please review this document regularly.

BY SIGNING BELOW, I CONFIRM THAT I HAVE READ, UNDERSTOOD, AND AGREE TO THE POLICIES CONTAINED IN THIS DOCUMENT.