



Treatment Consent

HOURS OF OPERATION AND CONTACT INFORMATION

EMBW clinic and business hours are **Monday thru Friday 9:00am – 6:00pm CST**.

If you feel that you or someone close to you is in immediate danger, please call 9-1-1 or proceed to the nearest emergency room. For non-urgent matters, EMBW recommends utilizing the patient portal at www.yourhealthfile.com or call our office number below. If the issue cannot be resolved through the portal, please contact our office preferably via the chat by text feature at **(469) 833-3360**. If the matter is urgent and outside of regular office hours, the patient may contact our office staff at **(469) 833-3630**.

When leaving a message, the patient should leave his or her full name, date of birth, a good call-back number, the reason for the call, and the best time to be called back. If the message is left during business hours, the provider will be paged immediately. Please note that the provider may be preoccupied with clinical or administrative duties, however, the provider will make every effort to address the issue as soon as possible.

Please allow 24 business hours for a response. Messages left late in the day, on weekends, or holidays may not be returned until the next business day. Please do not leave multiple messages.

As a last resort, the patient may contact the office at Office@EvolvePsychiatryMD.com. Please note that email is not a secure means of communicating sensitive mental health information. EMBW encourages patients to send a secure message through the patient portal instead of Email.

SCOPE OF PRACTICE

EMBW offers outpatient psychiatric treatment for a wide spectrum of challenges. A comprehensive list is located on our website at www.evolveembw.com.

MEDICATION MANAGEMENT

When emotional distress negatively impacts the ability to work, maintain interpersonal relationships, or properly care for basic needs, treatments may offer much needed relief. Medications may be recommended when the patient's mental health and/or behavioral health symptoms are not responsive to other treatments or efforts. If it is agreed that medications are indicated, the provider will discuss with the patient all of the medication options that are available to treat the patient's current condition, how the medication works, its dosage and frequency, its expected benefits, possible side effects, drug interactions and any withdrawal effects that may occur if the medication is discontinued abruptly. By the end of the discussion, the patient should have all necessary information to make an informed decision about said medication.

If the patient is receiving psychotherapy from another therapist, and is referred to EMBW for medication management, the provider will make reasonable efforts to coordinate care with the other therapist (with patient consent, of course). EMBW believes communication between mental health professionals is key to providing effective care.

If a prior authorization is required for prescriptions or treatments, EMBW will make every reasonable attempt to get the medication authorized by the insurance company. **Time required for prior authorizations varies by commercial payor and may be associated with processing fees. These fees are not billable to insurance and must be paid out-of-pocket fee to complete prior authorizations.** See the EMBW Financial Policy for more details.

EMBW requires office visits on a regular basis for all patients taking prescription medications. Office visits are scheduled and agreed upon by the patient and his or her provider depending on acuity and preferences. The patient should bring all prescription bottles or a current detailed medication list to the appointments.

EMBW only provides prescription refills and/or changes in relation to an office visit with a provider. Medication change requests in between appointments are not allowed. Controlled substances cannot be prescribed more than 30 days at a time according to law. There is a \$50 fee for re-prescribing any controlled substances related to lost medications. Using medications exceeding prescribed amounts are grounds for immediate discontinuation of treatment from our service.

Not every patient is a good candidate for medication therapy. Such therapy requires strict adherence to dosage, and frequency, close follow-up, and sometimes regular blood tests. **The patient's ability to adhere to medication treatment will be taken into consideration in making the decision to start such therapy.** Overall, the provider is a strong proponent of the bio-psycho-social model of medical treatment. Treatment that considers the patients biological status, genetics, psychological development, and social issues together will yield the best chance for success in achieving optimal goals.



PSYCHOTHERAPY

Psychotherapy, or talk-therapy, is a powerful treatment for many mental complaints. It offers benefits of improved interpersonal relationships, stress reduction, and a deeper insight into one's own life, values, goals, and development. It requires a great deal of motivation, discipline, and work on both parties for a therapeutic relationship to be an effective one. Patients will have varying success depending on the severity of their complaints, their capacity for introspection, and their motivation to apply what is learned outside of sessions.

The patient should be aware that the process of psychotherapy may bring about unpleasant memories, feelings, and sensations such as guilt, anxiety, anger, and/or sadness, especially in its initial phases. It is not uncommon for these feelings to have an impact on current relationships. If this does occur, it is very important to address these issues in session with the provider. Oftentimes, however, these unpleasant sensations are short lived.

INITIAL VISIT

The initial visit starts with a thorough review of current complaints and background. By the end of the initial visit, the provider will offer preliminary impressions and discuss treatment options. Sometimes, psychotherapy alone will suffice. Oftentimes, however, a combination of psychotherapy and medication management is optimal (see above). One of the most important curative aspects of the therapeutic relationship is the goodness-of-fit between therapist and patient. **Essentially, the initial visit is the patient's opportunity to determine if the provider is a good fit.** If either the patient or provider determines their relationship does not feel to be a good match, a member of the EMBW staff will be glad to provide referrals to other mental health professionals. Before the first visit, the patient may be required to provide medical records that show documentation of their diagnoses, treatment history, and past providers to ensure a smooth transition to EMBW. **Treatment plans constructed may include close follow-up, routine labs such as blood draws or urine drug screens, and/or concurrent psychotherapy.**

FREQUENCY AND DURATION OF VISITS

Appointments are scheduled on the provider's calendar for an estimated allotted time and can vary depending on the case. At the **forty-five (45) minute initial visit**, the patient and the provider will decide on a treatment plan. If medications are prescribed, or changed, the provider will conduct a **twenty-five (25) minute follow-up visit** in two to four weeks. This is necessary to ensure proper administration and monitor for any side effects that may occur. If symptoms improve, follow-up visits can be spaced out at monthly intervals or longer as determined. For patients on routine maintenance therapy on non-controlled substances, follow-up visits can be held at three-month intervals. If psychotherapy is recommended, weekly fifty (50) minute sessions will provide the best results. Alternative treatment structures and timeframes may be determined based on circumstances.

CANCELLATIONS AND NO-SHOWS

If the patient must cancel or reschedule an appointment, **EMBW requires at least 24-hour notice (weekends not included) and no later than 5:00pm on the previous business day.** If the appointment is on a Monday, the cancellation must be made by 5:00pm the preceding Friday. **Cancellations that occur with less than 24-hour notice or failure to show to an appointment will result in No Show fees. These fees are not billable to insurance and must be paid prior to scheduling future appointments.** See the EMBW Financial Policy for more details.

PAYMENT

Visits that will be billed to insurance companies still require **all patient responsibility (co-pays, co-insurance, and/or deductibles) payments be completed prior to the start of each visit.** Payment methods are via credit card only. EMBW does not accept checks, money-orders, or cash. More detailed information about the patients' financial responsibility is located in the EMBW Financial Policy.

DISMISSAL

A dismissal from the practice terminates the patient-provider relationship. **The patient will no longer be able to schedule appointments, refill prescriptions, access the portal or contact EMBW for medical care.** EMBW will send a letter to the patient's last known address, via certified mail, notifying him or her of dismissal. After that, the patient must find another doctor and transfer care. EMBW can forward a copy of medical record to the new provider after a signed consent form has been submitted.

Dismissal reasons are, but not limited to, the following:

- **Failure to reliably commit to appointments**
- **Having greater than two (2) no shows**
- **Non-compliance; which means the patient will not follow physician instructions or agreed upon treatment plan**
- **Abusive behaviors towards staff; this includes verbal/written hostility, physical aggression ("You can't do this to me. I'm going to report you to the authorities.")**
- **Manipulative conditional statements (i.e. "I will harm myself if you deny me XYZ medications or don't do what I ask.")**
- **Failure to pay an outstanding balance within 30 days.**



MEDICAL RECORDS

EMBW is required, by law, to keep complete medical records. Most medical records will be electronic, encrypted and under security. All records, including the initial consent forms, letters, internal and external medical records are maintained in an electronic health record. The patient may access the appropriate parts of the medical record on the patient portal at www.evolveembw.com. The patient is entitled to view the medical record at any time, unless viewing the records jeopardizes his or her emotional or physical well-being. If this is the case, the provider will recommend review of the record with the patient to minimize any confusion or misinterpretation of medical terms. Time spent collecting, printing, copying, and summarizing the medical record will be charged the appropriate fees according to the financial policy.

CONFIDENTIALITY

The security of sensitive information is of the utmost importance and EMBW is bound by law to protect patient confidentiality. Any disclosure of treatment to others will require explicit written consent on a Release of Information (ROI) form. As described above, required information about treatment may be disclosed for insurance purposes. **If the patient sees another behavioral health provider could collaborate and coordinate care. with written consent from the patient.**

There are exceptions to this confidentiality, where disclosure is mandatory. **Please note, these situations rarely occur in an outpatient setting. If they do arise, EMBW discusses the situation with the patient before taking action.** In rare circumstances it is helpful to consult with other professionals specialized in such situations (without disclosing the client identity). These include the following:

- If there is any concern for a threat to the safety of others, the provider is required by law to take protective measures including reporting the threat to the potential victim, notifying police, and escalating the patient to a higher level of care, such as inpatient treatment programs.
- When there is a threat of self-harm, the provider is required to seek immediate hospitalization for the patient and will likely seek the aid of family members or friends to ensure safety.
- In legal hearings, the patient has the right to refuse provider involvement. There are rare circumstances, however, in which the provider may be required by a judge to testify on their opinion of the patient's emotional, or cognitive condition.
- In situations where a dementing illness, epilepsy, or other cognitive dysfunction, prevents the patient from operating a motor vehicle in a safe manner, the provider is required to report this to the DMV.
- If a mental illness prevents the patient from providing for his or her own basic needs, such as food, water, shelter, the provider is required to disclose such information to seek hospitalization.

PRACTICE SPACE

Most of the patient/provider visits will be conducted via telemedicine through the patient portal. On some occasions, the provider may ask the patient to have a face-to-face encounter in the office. While it is a shared office with other mental health professionals, EMBW is in no way a part of any other group practice.

ACKNOWLEDGEMENT

By signing this notice, I acknowledge that I understand and accept the terms of this agreement and received a copy of the same.