

Rural Psychiatry Associates Patient - Clinician Agreement

Thank you for choosing Rural Psychiatry Associates (RPA) as your mental health provider. We are committed to providing quality mental health care to assist patients in achieving an optimal sense of well-being. This document contains important information about our professional services and business policies.

Office Hours

Our typical business hours are Monday – Friday, 8 am – 6 pm. We are closed on holidays and weekends. RPA may need to close the office on other occasions (i.e., inclement weather, staffing levels, provider vacations, etc.) with or without advanced notice. Closing notifications may be posted at the clinic, on the clinic's answering machine, communicated by phone and/or text reminders, posted with the local news station, etc.

Psychiatric Services

We offer the following psychiatric services:

- Psychiatric evaluation
- Medication evaluation and management
- Psychotherapy
- EMDR Therapy

Services may be provided in person or via telehealth.

Services that we do not provide include, but are not limited to the following:

- Forensic psychiatry
- Court ordered services
- Services mandated by Social Services
- Case Management and Wrap Around Services
- Department of Transportation assessments; Social Security disability assessments; workability assessments; leave of absence certifications; companion animal certificates/letters or any type of medical opinion/advice forms
- Other services not within the parameters of identified clinic psychiatric services

Communicating with Rural Psychiatry Associates

Rural Psychiatry Associates will contact you regarding items including, but not limited to, appointments, scheduling, your account, and your treatment. This communication will primarily be done via telephone; reminders and generic messages may be sent via automated call, email, text, patient portal, etc. as RPA deems appropriate.

As a patient, if you have questions regarding your care, appointments and/or your account, you must call RPA at 701-205-3000 to have your questions and/or concerns addressed. Communication via text, email, etc. is intended for reminders to the patient only; message inboxes are not monitored, and the clinic will not respond to texts, emails, etc. as a method of back and forth communication.

Consent to Reminder Communications from Clinic

I acknowledge and authorize Rural Psychiatry Associates and its staff to send reminder calls and/or text messages regarding my appointments, scheduling and account. I understand that standard text messaging rates may apply to any messages received. I agree not to hold RPA liable for any electronic messaging charges or fees generated by this service. I also agree that in the event my cell phone number changes to inform RPA staff.

Telephone Calls

Our clinicians have varied schedules and are not in the office each day. All non-emergency calls should be made during regular office hours and our office staff will be happy to assist. Please allow two (2) business

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days for a clinician or their designated office staff to respond to your question. A voicemail may need to be left if our staff is busy helping another patient and/or if your call is placed after business hours. Voicemails are closely monitored and will be responded to in the same manner as listed above.

Emergencies

If you are in need of emergency services, call 911 or go to the nearest hospital emergency room for immediate assistance.

Medication Refill Policy

During the course of your treatment, you may be prescribed medications. It is your responsibility to request a medication refill well before you are expected to run out of medications. Refill requests need to be submitted through your pharmacy at least 5 business days in advance of the date that they are needed.

All prescriptions will be sent electronically. RPA will not use a pharmacy that cannot accept electronic prescriptions. It is the responsibility of the patient to ensure that the pharmacy that they have selected is capable of receiving prescriptions electronically.

We require that patients on psychiatric medications be seen specifically as directed for follow-up by their provider. An office visit may be required for prescription refills. No prescriptions refill requests will be refilled if you have missed scheduled and/or required follow-up appointments and have not discussed this with your clinician.

Stimulant Medication

Patients on stimulant medications (such as Ritalin or Adderall) will be required to initially be seen on a monthly basis. Appointments must be kept. If a patient misses an appointment, a prescription refill request will not be refilled until the patient is seen in the clinic.

Opioid & Benzodiazepines Medication

Due to respiratory suppression risks when individuals take opioid medication(s) with benzodiazepine medication(s), RPA clinicians will not prescribe benzodiazepines if a patient has been prescribed opioids by an outside provider. It is the clinic's policy that clinicians at RPA do not prescribe opioid medications.

Cannabis and Benzodiazepines Medication

Due to risks associated with co-administration of prescribed medications, RPA Clinicians are recommended against prescribing controlled substances to patients who report or are known to be using Cannabis or other controlled substances. It is the clinic's policy that clinicians at RPA do not provide medical marijuana cards and/or certifications for medical marijuana.

Appointments

All services require an appointment scheduled in advance. An appointment is considered a mutual commitment between you and your clinician and is subject to personal accountability and responsibility in keeping and managing the appointment. As a courtesy, you may receive a reminder phone call, email and/or text message for your appointment; however, responsibility for keeping your appointment is ultimately yours.

Late Appointments / Cancellation / No Show Policy

We ask that you arrive 15 minutes prior to your scheduled appointment time so that there is plenty of time to complete paperwork, nursing visit, etc. prior to the appointment with the clinician. All patients must arrive on time for their scheduled appointment. Patients arriving late for a scheduled appointment may be asked to reschedule and will be subject to the clinic's late cancellation fee.

A 24-hour notice is required to reschedule or cancel your appointment in order to avoid a missed appointment charge. A missed appointment fee of \$50.00 will be charged for an appointment not cancelled

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with sufficient notice or for a no-show appointment unless, not permitted by one's individual insurance policy. Insurance will not be billed for these charges and are the patient's sole responsibility.

Missed appointments with your provider may result in having to see a different provider within our clinic. Habitual offenders, more than three missed appointments (late to appointment, late cancellation, or no-shows), will be subject to dismissal from the clinic.

Forms and Letters

It is the policy of RPA that its clinicians will not complete medical opinion forms or any other form that is not related to direct patient care. This includes, but is not limited to, DOT clearance letters, workability, leave forms, social security/disability, companion animals, legal paperwork, etc. The clinic will provide records upon request that may be required from these agencies as a substitute to the forms.

Dismissal

There may be circumstances that would result in the dismissal of a patient from services provided at the clinic. If you are dismissed from the clinic, it means that you can no longer schedule appointments, get medication refills or consider us to be your physician/provider/therapist. Reasons for dismissal may include, but are not limited to, failure to show or frequently canceling your appointments; noncompliance with medical treatment; abusive behavior towards staff (verbal or physical); suspected misuse of medication; failure to pay for services received; among others. If this should occur, you will be sent a letter by mail to your last known address. The letter will notify you that you have been dismissed from the clinic, it will include alternative options for you to choose from for continued care as well as instructions should you face an emergency within the next 30 days of the date of the letter. We will assist you with care options and a 30-day supply of your medications will be provided. If you are dismissed due to misuse of medication(s), that/those medication(s) will not be refilled, please refer to the Controlled Substance(s) Contract. We will forward a copy of your medical record to your new clinician when a release is received.

Confidentiality

At RPA, we are aware of patient confidentiality and your rights as a patient. All information received at our clinic is private and confidential. RPA will abide by its Privacy Practices, which you will be informed of, and consent to, prior to receiving services.

Confidentiality may be broken if a clinician feels that an individual is at risk of harm to self or others. If this situation occurs, the appropriate action will be taken. The patient may be made aware of the clinician's concern and may be informed by the clinician that this information is being reported.

RPA will not release information, at your request, from your file directly to you if information contained in documentation could pose a safety risk to you or others.

All RPA clinicians are mandated reporters. If an incident of abuse is revealed by a child or adult, the clinician is mandated by law, to report this information to proper authorities.

Payment for Services

RPA requires that all co-pays, co-insurance, deductibles and any other patient responsibility amounts are paid on the day of service. We will try to provide an accurate estimate for you, please be aware that if the estimate is less than what you are responsible for, you will be billed for the remaining amount. Likewise, if it is over estimated, you will be refunded the difference. If the visit will not be submitted to insurance, the full payment is due at the time of service. Monthly statements will be mailed. Balances and payment arrangements are the patient's responsibility and should be treated as a personal commitment and subject to personal accountability. Outstanding bills may affect your ability to be seen at the clinic. If no payment or response is received within 90 days of the billing due date, the bill may be transferred to a collection agency and you may be blocked from scheduling an appointment until the account is remedied. If this should occur,

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once your bill has been paid, you would be expected to pay for all future appointments on the day of services.

As a service to you and your insurance company, RPA will provide you with insurance processing at no cost to you. Please remember that you are responsible for all charges, not your insurance company. It is important that you find out what mental health services your insurance policy covers. Your insurance contract is between you and your insurance carrier, and differences arising over a claim or delays in payment are between you and your insurance company.

Treatment of Minors

Treatment of patients under the age of 18 will be provided only with the consent of the parent or legal guardian. A minor will not be seen without his/her legal guardian present unless otherwise agreed upon. Minors must be present for all appointments.

Consent for Treatment

I authorize and request Peterson Medical Clinics dba Rural Psychiatry Associates and its staff to carry out mental health treatment(s) that now or during the course of my care are advisable. Treatment may include taking medication. Prescribing of medication will take into account personal medical history, other medications being taken, allergies to medicines and treatment goals. Your clinician will inform you of medications which are being recommended for your treatment, the purpose of these medications, benefits and risks of these medications, common and serious side effects, and alternatives to the medication. Your clinician will answer your questions to the best of their ability, additionally informational handouts and education may be provided. I understand that if it is recommended that I am prescribed a controlled substance, I will need to complete a Controlled Substances Contract which outlines my responsibilities and clinic policies on the prescribing of controlled substances.

Telehealth Consent

RPA delivers mental health care services through the use of electronic communication known as Telehealth. This involves the patient being at one site and the licensed provider at a distant site providing services in the same manner as if the service was delivered in person. Telehealth sessions are not recorded, rather are in real time between the clinician and the patient. Network and software security protocols are in place to protect patient information and safeguard data that is exchanged. Telehealth services will comply with all applicable federal and state regulations, including, but not limited to confidentiality and privacy requirements. All policies and practices of RPA will apply to telehealth visits as they would to face to face visits.

One of the many benefits of telehealth is increased access and availability to mental health care, especially in rural areas. Your RPA clinician will determine if your psychiatric needs can be met via telehealth. If at any point, your clinician feels that telehealth services are not suitable for your treatment, they may refer you to another clinician at RPA or outside of the clinic.

There are risks associated with the use of telehealth, including, but not limited to, the transmission of information could be delayed, disrupted and/or distorted by technical failures and the possibility of confidentiality breaches. The use of telehealth is still relatively new so there may be risks not known yet to clinicians.

You may benefit from telehealth, but as with any medical treatment recommended, results cannot be guaranteed or assured.

There may be extenuating circumstances (i.e., public health emergency) that allows patients to be seen via Telehealth at a non-traditional clinic office site (i.e., patient's home). When this is the case, RPA will inform patients of their options for treatment locations when these circumstances arise. The patient must be present for the appointment; the parent and/or guardian must be present when applicable. Patients who are seen at a non-traditional clinic office site (i.e., patient's home) are required to follow the practices and

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policies of the clinic as if the patient were reporting in person to one of RPA's approved clinic sites. This includes, but is not limited to, maintaining appropriate behavior, appearance (i.e., dress code) and boundaries at home just as you would be expected to in the clinic. Appointments conducted outside of the office should be in a location where privacy can be maintained and is free from distractions. Failure to comply may result in your appointment being ended and/or rescheduled. Inappropriate behavior may result in dismissal from the clinic as address in this agreement.

I have read and understand the information provided to me on the use of telehealth services at RPA. I have had the opportunity to discuss my concerns and my questions have been answered to my satisfaction. I give my consent for the use of telehealth in the course of my diagnosis and treatment in my medical care. I may withdraw my consent to telehealth services at any point during the course of my treatment by providing written notification to RPA.

By signing below, I am indicating that I have reviewed and agree to abide by these policies. I have received a copy of this agreement. I understand that this is not a legal contract, but rather a treatment agreement. I realize that these policies are important and without them, RPA clinicians cannot adequately provide treatment. I also acknowledge receipt of identification, qualifications, licensure and biographies of RPA clinicians.

Patient Name Printed

Guardian Name (if applicable)

Patient/Guardian Signature

Date

*By signing your name electronically, you are agreeing that your electronic signature is the legal equivalent of your handwritten signature.

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