

Better Days Telepsychiatry and Faith Based Counseling

PATIENT PRACTICE POLICIES

APPOINTMENTS AND CANCELLATIONS

The standard meeting times

All new patients – 60 minutes

Follow-up visits for counseling – 45 minutes,

Cognitive Behavioral Therapy – 45 minutes, medication management

Depression, Anxiety, and Insomnia – 20 minutes.

Payment is due before appointment. You may lose your appointment if payment is not received.

Cancellations and re-scheduled visits will be subject to a charge if NOT RECEIVED AT LEAST 48 HOURS IN ADVANCE. This is necessary, because a time commitment is made to you and is held exclusively for you. If you are late for an appointment, you may lose some of the allotted time for that appointment.

TELEPHONE ACCESSIBILITY

If you need to contact Better Days Telepsychiatry and Faith- Based Counseling between sessions, please call our main number or send us a message through the website. We are often not immediately available; however, we will attempt to return your call or message within 24 hours. Please note that Face-to-face video visits are highly preferable to phone visits. If a true emergency situation arises, please call 911 or go to your local emergency room.

ELECTRONIC COMMUNICATION

We cannot ensure the confidentiality of any form of communication through electronic media, including, but not limited to, text messages, telephone communication, the Internet, facsimile machines, and e-mail. Telemedicine is broadly defined as the use of information technology to deliver medical services and information between two parties that are at different locations. The above electronic means of communication are considered telemedicine. Utilizing telemedicine services through Better Days Telepsychiatry and Faith- Based Counseling is voluntary in nature, so please understand:

1. You have the right withhold or withdraw your consent for telemedicine services at any time. If this occurs, you need to understand that we cannot provide care for you any

Patient Practice policies

longer as Better Days Telepsychiatry and Faith- Based Counseling is strictly a telemedicine practice.

2. We will protect your protected health information in the same fashion as a brick-and-mortar practice. Please be aware that data breaches can happen, and we cannot assure your information is 100% protected.
3. We will not use your protected health information for research purposes unless you give us consent to do so.
4. There are potential benefits, risks and subsequent consequences of telemedicine. Potential benefits include, but are not limited to improved access to care, reducing costs, improving the quality of visits, and reduction of travel time associated with medical visits. The medical provider will make assessments, diagnoses, and treatment plans based off all the visual and auditory information provided during the video conference. You must understand that this is limited and posts potential risks including, but not limited to, the provider's inability to make complete diagnostic assessments. At this time, in-person physical exams are not available.

TERMINATION OF CLIENTS

We can terminate treatment with you at any time. We will not terminate the medical relationship with you without first discussing and exploring the reasons and purpose of terminating. If treatment is terminated for any reason, we will provide you with a list of qualified providers to continue your care. You may also choose someone on your own or from another referral source. Should you fail to not show up for your follow up appointments, not obtain lab work in a timely fashion or are non-compliant with treatment, unless other arrangements have been made in advance, for legal and ethical reasons, we must consider the professional relationship terminated.

BY SIGNING BELOW, I AM AGREEING THAT I HAVE READ, UNDERSTOOD, AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.

Signature _____ Date _____