

Practice information and agreement form

Introduction: Welcome to the services of Genesis Psychiatric Services. We are here to serve you. It is our hope that the following information will help you to understand our office policies. Please talk with our staff or your provider if you have questions regarding our procedures and services. We make every effort to develop a professional relationship that is satisfactory to everyone.

Confidentiality: Our services are confidential. Tennessee law states: Confidential information is controlled by the patient or by the patient's legal representative. No information will be released to anyone without your specific authorization. There are three exceptions to this rule. First, Tennessee law requires that child abuse be reported to the Department of Human Services. Secondly, in the case of an emergency, or when there is imminent danger to the patient or to other persons, the mental health provider may breach the requirement of confidentiality. Lastly, it is possible that a judge may require that certain information be released to the court. Additionally, when a physician or other professional refers you, or your child as a patient, we may communicate with that professional unless you specify to the contrary.

If you choose to submit your insurance claim, confidential information must be released to the insurance company. Information that the insurance company requires depends upon the insurance policy. At a minimum, we will be required to give a diagnosis, service codes and dates seen.

Cost: Each new patient appointment requires a \$65.00 nonrefundable deposit that will be applied to your initial visit. If you do not show up for your appointment or cancel your appointment without rescheduling, then you forfeit your \$65.00 deposit. If you reschedule your initial appointment more than one time, then you must pay your entire first visit before we will reschedule an initial appointment with you. We accept cash, American Express, Discover, Visa and MasterCard. We will provide a receipt for your records. You are expected to make payment the day of services. Accounts that are thirty or more days past due will be charged a monthly service fee of \$20.00. Another visit will not be scheduled until financial arrangements are made with our office manager. The maintenance of your account is part

of your therapeutic agreement and may be an indicator of your motivation and other treatment issues. Failure to bring your account current within 90 days may result in your account being turned over for collections.

Medication Policy: We do not fill any controlled substances medication unless you are seen for an appointment in the office. The only medication that may be called in is non-controlled substances medication. Whether the prescription will be filled is at the provider's discretion. If the provider chooses to fill your prescription, then there is a \$35.00 charge in addition to paying for the price of the missed appointment.

A drug screen may be ordered at any time.

Your care may be terminated if we discover any misuse of your medication. Any request for specific medication will be considered but will be at the discretion of the provider.

Office Hours: Hours are scheduled by appointment only. We do not have walk in hours.

Murfreesboro office: Monday, Tuesday, Wednesday from 7:00 am- 4:00 pm. Thursday 7:00 am- 12:00 pm, Friday closed.

Brentwood office: Thursday's only (hours vary. Please call for schedule)

We reserve the hours between 11:30 am and 12:30 pm to return telephone calls, attend to other patient related issues, and have lunch. Appointments made outside these hours will be billed at a higher rate, which will be discussed on an individual basis.

During the time our phone is unattended, voice mail will record your confidential message and your call will be returned within 24 hours. If you have an urgent/emergent need, we will be on call from 5:00 pm–9:00pm. If you have an emergency, please contact the Crisis Intervention Center at (615) 244-7444, call mobile crisis (for children

call Youth Villages at 1-866-791-9221; for adults living in Rutherford County, call 893-0770) or go to the nearest emergency room.

Genesis Psychiatric Services

We complete all paperwork (FMLA, short-term disability, school letter

requests, etc...) within one week. The cost for this service is \$25.00

Cancelling appointments: At the end of our first appointment, we may make arrangements for further sessions. Due to our caseloads, there are usually limited appointment times available. As with all appointments, we individually reserve time for you.

Cancellations must be made 24 hours prior to your scheduled appointment otherwise you will be billed the cost of your appointment which must be paid prior to your next appointment. There are a limited number of hours available for patient care each day. Therefore, it is imperative that you give 24-hour notice of appointment cancellations.

Insurance Information: We do not take insurance. This allows for you to choose whether financial parties have access to your medical record. Additionally, this also allows us to provide affordable rates for all patients. However, we will provide a receipt for you to submit to your insurance company with your diagnosis and procedure code if you wish.

Services provided: We treat children, adolescents and adults For ADHD, anxiety, PTSD, depression, bipolar, schizophrenia and other psychotic disorders, alcohol and drug addiction recovery, post partum depression, phobias, and other mood disorders. We do not promise or guarantee any specific outcome. If you have questions about the benefits and risks of psychotherapy (or any other service) ask us for specifics. We will be glad to discuss these matters in simple, non-technical terms. The main purpose of

medication management is to determine medication needs and treat you medicinally. We will work closely with your therapist (if you have one) involving your mental health treatment.

We do not treat sex offenders: people who have ever been accused of, charged or convicted of any sort of sexually abusive behavior including child abuse, rape, sexual assault, indecent exposure, crimes related to child pornography or solicitation of children. We do not provide forensic services. We do not provide SSI or SSDI disability determination. We are willing to provide names of those who do provide these types of services.

Multiple Providers: It is important to maintain one provider for your psychiatric issues. We will not provide medication if you are receiving medicine for the same or similar condition by another provider as this affects our ability to monitor your care. However, we do encourage patients to seek therapy and see medical providers for other physical needs or problems.

Practice information and agreement form

I have read and understood the Practice Information and Agreement form
and agree to abide by its terms during my contract.

Name

Date