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1350 NW 138th St, Suite 200

Clive, Iowa 50325

Phone: 515-758-8300

Fax: 515-758-8600

# Patient Agreement and Practice Policies

## Communications

Integrated Psychiatry PLLC and their providers can be contact via phone or through the patient portal. Your provider will make every attempt to respond to your message within 48 business hours, however we reserve the right that due to extenuating circumstances the response time cannot be guaranteed. Medication refill requests can be made through your pharmacy. Please allow 72 hours from the time your provider receives the request for your refill request to be processed.

## Emergencies

Integrated Psychiatry PLLC does not offer 24 hour per day on-call service, crisis coverage, or emergency treatment and as such any urgent or emergency medical, psychiatric or safety issues should be addressed with emergency or crisis services. The following options are appropriate resources for emergency and crisis situations.

If you or someone you know is in immediate need of medical or psychiatric care or is an immediate danger to self or others please dial 911 or go to the nearest emergency room.

If you call 911 and indicate that your situation is a mental health crisis, you can request the Polk County Mobile Crisis Response Team and they can help assess your situation and send a mobile crisis team and law enforcement to your location. If you would like to access the Mobile Crisis Response Team in a non-emergent situation you can reach them at 515-283-4811.

The Crisis Observation Center (COC) may also be utilized when a crisis cannot be managed at home, but the emergency department may not be necessary. They are open 24 hour per day, 7 days per week. Their number is 515-282-5724, and are located at 1801 Hickman Road in Des Moines.

## Payment

Integrated Psychiatry PLLC will file claims directly with your insurance company if we are an in-network provider with your insurance carrier. It is ultimately your responsibility to ensure that Integrated Psychiatry PLLC’s services are covered by your insurance provider, and you are responsible for charges not covered by your insurance carrier. If we are considered “out of network” for your insurance plan and you have a health benefits policy that provides mental health coverage, you may be entitled to insurance reimbursement for any provided professional services. You can discuss this with your insurance company by contacting them directly. Regardless of insurance reimbursement, for out of network insurance companies, full payment for all services is required at the time of each appointment. We can provide you with a service invoice/receipt (sometimes referred to as a super bill) that you can submit to your insurance company. We do not bill all insurance companies directly, and it is your responsibility to ensure whether we bill your insurance plan or if it will be your responsibility. Please also note that if reimbursement is pursued by you, most insurance agreements require you to authorize us to provide clinical information directly to them. This can include a clinical diagnosis, historical information, treatment plans or summaries, and sometimes a copy of your chart records. In such cases, this information will become a part of the insurance company files and can be used by them to consider future insurability.

It is your responsibility to provide Integrated Psychiatry PLLC with accurate and up to date insurance information, and to notify Integrated Psychiatry PLLC with any changes to insurance, address, or phone number.

Payments are due at the time the appointment. If there is an outstanding balance, payment will be required before another appointment is scheduled unless an alternative arrangement has been made in advance with written approval by your provider. A credit card will be kept on file with the office that office visits will be charged to.

Fees will vary depending on the contracted rate, determined by your insurance carrier. Your copay is due at the time of service, and you are responsible for the full visit fee if you have not yet met your deductible. Patient’s opting to pay cash for their visit fees may be eligible for discounts from the standard fee schedule and will be arranged and agreed to prior to rendering of services between the patient and the provider with a formal written agreement by both parties.

If phone or email consultation or paperwork is requested, Integrated Psychiatry PLLC has the right to charge a fee for these services. Examples may include work leaves, disability paperwork, treatment summaries, or court related services or evaluations. These fees are typically not covered by insurance and are the responsibility of the patient.

## Appointments and Cancellations

Your visit is very important to us, and as such we have committed our time to your scheduled appointment. Cancelations must occur by phone at least 24 hours in advance of your scheduled appointment. A missed appointment without 24-hour notification of cancelation will be charged a $75 fee to the card on file. If the charge cannot be made to the card on file the payment will need to be made prior to scheduling the next office visit. This charge will not be covered or reimbursed by your insurance company. We understand emergencies occur, and Integrated Psychiatry PLLC reserves the right to waive the fee in the case of hospitalization with supporting documentation.

## Provider and Patient Relationship

The relationship with your provider at Integrated Psychiatry PLLC is voluntary and may be discontinued at any time. Integrated Psychiatry PLLC also has the right to discontinue services immediately if a clinician judges that the therapeutic relationship cannot be maintained or if the patients conduct is dangerous or disruptive in the clinical or reception spaces. The patient will be notified in writing of discontinuation of services and medication refills will discontinue 30 days after written notice is sent.

The relationship between you and your provider is to remain therapeutic. In order to maintain the therapeutic relationship and with respect to the importance of both you and your provider’s privacy, Integrated Psychiatry PLLC’s individual providers will not accept social media requests made on any platform or networking sites. Additionally, we ask patients to refrain from using social media to contact or message your individual provider. All social media postings made by Integrated Psychiatry PLLC is for the intended purposes of business advertising only.

If there has been more than 12 months since the last evaluation with your provider at Integrated Psychiatry PLLC, the provider may choose to schedule a 60-minute patient evaluation in order to allow sufficient time to review and update your medical and psychiatric information.

BY SIGNING THIS I AM AGREEING THAT I HAVE READ, UNDERSTOOD, AND AGREE TO THE POLICIES ABOVE

Patient Printed Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Patient Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Legal Representative (if patient under age 18) and Relation to Patient (e.g., Mother, Father, Guardian, etc.) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_