

PATIENT NAME: \_\_\_\_\_ PATIENT DOB: \_\_\_\_\_

**Controlled Prescriptions / Narcotics**

Out of respect to our patients undergoing treatment for addiction, Mindful Urgent Care does not prescribe controlled substances including but not limited to: Xanax, Klonopin, Ativan, Valium, Adderall, Vyvanse, Ritalin, Concerta, Ambien, and/or opioid pain killers

**Assignment of Insurance Benefits**

Medical treatment has or will be provided to the patient named below. I/we assign, transfer and convey to Mindful Urgent Care all of my/our rights, title and interest to all of the medical insurance benefits to which I/we may be entitled according to my/our insurance policies with the companies noted to the extent necessary to provide for payment of the patient's bill.

**Payment for Services**

Mindful Urgent Care will directly bill your insurance company following your service. Your co-payment and any deductibles and balances, which may apply, will be collected when you check in. Mindful Urgent Care is authorized to release any medical information needed to process applications for financial coverage for services rendered during the visits.

In accordance with the Office of the Professions of New York State Education Department, we must advise you in writing that the treatment may not be covered by the patient's health care plan or insurer without a referral from a physician, dentist, podiatrist, or nurse practitioner, and, treatment may be a covered expense if rendered with a referral, it is the patient's responsibility to determine if a referral is required per their insurance plan.

If the patient's insurance benefit is insufficient to pay all of the medical care rendered, I understand that I am fully responsible for the balance due within 30 days of receipt of invoice, balances in excess of 90 days are subject to a monthly finance charge of 1.5%.

**Patient Contact Privacy**

Mindful Urgent Care may contact the patient via email or phone call in regards to coordinating appointments, appointment re-minders/confirmations/changes, or to discuss your treatment. Mindful Urgent Care may occasionally send out a newsletter with relative mental health information. Your information will never be disclosed or shared to third parties.

Appointment Policy: Missed appointments will be billed at \$125.00.

**Credit Cards**

At the time of receiving medical services Mindful Urgent Care has incurred expense and has provided a high level of care. As there are no guaranteed outcomes of any medical visit, I agree to not contest credit card charges that I approved, after the fact.

**For Female Patients Only**

I agree to inform the healthcare providers if I am or may be pregnant prior to administering any diagnostic tests or accepting any prescription medication.

### **Complaints**

You have a right to have your complaints heard and resolved in a timely manner. If you have a complaint about your treatment, your physician, therapist, or any office policy please inform us immediately and discuss the situation.

### **Dismissal/Termination of care**

It is your right to terminate your relationship with us for any reason. We will terminate our relationship with you in a few specific cases including being rude to staff, missing your appointments, seeking narcotics, abusing/selling/trading medications prescribed to you, not following up on your therapeutic plan.

### **Confidentiality**

The clinic operates in a “multi-disciplinary” way, meaning that the clinicians function as a team. Therefore, it is important to understand that the information in the chart is accessible to other clinicians in the office in order to provide you with quality and consistent care. However, no information about you or your care will be released to anyone outside the office without your consent or a subpoena. The only exceptions include suicide or homicide issues or child/elder abuse or neglect. You will complete a Release of Information that you can list person(s) to whom we may have communications with about you, your care and/or financial matters concerning your account here at Mindful Urgent Care.

Children (under the age of 17) have the right to confidential exchanges with clinician’s. However, if there are issues that pose grave or immediate danger, these issues may be discussed with parents or legal guardians.

Due to the charting nature of MUC and the clinical focus of our work with families (not legal), custody issues will not be addressed. Additionally, no court ordered evaluations will be performed.

### **Contact and Treatment Issues**

Our office staff will take messages during regular business hours. Please allow 24 hours for a response from your provider, as clinicians have varied schedules and are not in the office each day. Please do not wait until a crisis to contact our office. We are able to address routine concerns much more effectively than crisis concerns. If your concern involves a safety issue, please notify the front desk so that your clinician can be paged. If you have an after-hours concern, you may leave a message on our voicemail. If your need is emergent due to safety issues after-hours please call 911 or go to the nearest Emergency Department.

### **Medication Refill Policy**

You should notify the office within one week of needing a prescription refill. Please note that no refills will be called in after-hours or on the weekends. Controlled substances will be issued by your clinician on a month-to-month basis. In the event you lose your medication or prescription, it will not be reissued. You must attend all scheduled appointments with your physician and not request medication refills when you have failed to follow-up appropriately.

**Laboratory Policy**

It may be medically necessary for your physician to request lab tests in order to provide the best treatment possible. It is your responsibility to obtain the requested examinations. Our office will assist you as much as possible, but testing will require you to visit another facility or lab. If you do not obtain these tests within a reasonable time, your physician reserves the right to refuse to refill or prescribe further medications until tests are completed. Urine drug screens are performed on patients when necessary. All patients who are prescribed controlled medication will have an initial urine drug screen and will be subject to monthly UDS after. Any charges that may incur from the UDS will be the responsibility of the patient if not covered by the insurance company.

**Consent**

I do hereby authorize Mindful Urgent Care to furnish me (or the patient-minor) with behavioral (mental) health care and treatment that is considered necessary and proper in diagnosing and/or treating my (or the patient- minor's) condition. Medical exams will involve in-depth conversations about sensitive and personal information, including questions relating to sexual history, abuse, suicidal tendencies, legal involvement, and drug use. If there is anything about the proposed treatment that makes you feel uncomfortable, you should stop the treatment and speak to your provider or to a practice manager.

I acknowledge that no guarantees or assurances have been given to me concerning the results or findings intended from the treatment or examination. I confirm that I have read and fully understand the above, and have been given the opportunity to ask questions, and that all my questions have been answered fully and to my satisfaction.

This consent will cover every visit made by me (or the patient-minor) as long as I (or patient-minor) remain an active patient of Mindful Urgent Care.

Please indicate your agreement to the terms of this policy by signing:

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

Signature of Patient / Parent / Guardian: \_\_\_\_\_

Date: / /