

Frederick Psychiatry LLC
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Patient Handbook

This handbook is designed to help you understand your rights and responsibilities, and to ensure you get the most out of your treatment. If you have any questions about the contents of this handbook, please discuss them with us. We look forward to assisting you with your mental health treatment and thank you for choosing Frederick Psychiatry, LLC.

NON-DISCRIMINATION POLICY

The services and facility of Frederick Psychiatry, LLC are operated on a nondiscriminatory basis. This policy prohibits discrimination on the basis of race, color, age, sex, national origin, marital status, disability, sexual orientation, economic situation, religion, or political affiliation. It applies to the provision of services, use of facilities, employment practices, granting of staff privileges, granting of accommodations, and opportunity to participate in programs or activities.

INFORMATION ABOUT THIS PRACTICE:

Who is Frederick Psychiatry?:

Frederick Psychiatry, LLC brings high quality of care to an intimate setting. Based in the ever-growing Westview Village of Frederick, Maryland, Frederick Psychiatry offers treatment for most chronic mental health conditions. While Outcome Focused individual therapy is essential part of treatment, our primary focus is evaluating, prescribing and managing Medications for treatment of Mental illness. Frederick Psychiatry is a simple attempt to preserve the structure of patient-doctor interactions during a session without encroachment from unnecessary documentation, electronic systems and communications.

What You Can Expect at Your First Visit:

At or before the day of your first appointment, you will be asked to fill out a number of forms. Some of these forms are for our business records, so it is important to have your demographic information available. Currently, Frederick Psychiatry, LLC operates on a “self-pay/out-of-pocket” basis only. This means that if you have health/mental health insurance coverage through a managed care or health management organization, please contact your member services department regarding reimbursement. Frederick Psychiatry, LLC is unable to accept **any** insurance plan at this time.

Treatment begins with an evaluation. You will meet with the psychiatrist, who will ask you about the problems for which you are seeking help. The psychiatrist will determine the services you need and whether he/she will be able to provide those services. An effort will be made to provide you with brief and efficient treatment. If we are not able to assist you, we will attempt to refer you to another source of care.

Appointments:

We will make every effort to accommodate your need for services by offering appointment times that are at your convenience. You will have the option to set your own appointments by scheduling online, in-person, or via telephone with office staff. In the event that you must miss a scheduled appointment, please call the office at least 24 business hours in advance to avoid No Show fees.

What Kind of Treatment Appointments are Available?

Medication Management: Speaking to and coordinating with a psychiatrist about your medication regimen. Taking a specially prescribed medication may be very helpful. Your psychiatrist will work with you to determine which medications are best for you and your treatment.

Other Forms of Treatment: Treatment is not just about medication. It may be suggested that you partake in other therapeutic activities such as meditation, reading, journal keeping, etc. If you are seeing a Counselor or therapist, please continue to do so.

How Do You Get the Most From Your Treatment?

The results of your treatment depend on many factors, including how difficult the problem is to treat. For example, many problems are a result of situational stress, such as job stress, and may be worked through completely in therapy. On the other hand, some chronic illnesses can be managed but not "cured." However there are some ways to maximize the benefits of treatment:

- ❖ **Attending Your Scheduled Appointments:** It is necessary to be present to receive the treatment if you want it to be effective.
- ❖ **Communicate Openly and Honestly:** In order to receive the greatest benefit from treatment you need to be very open and honest in talking about your feelings, thoughts and your behaviors. Be open with your provider, and expect your provider to be open and honest in return.

Fees:

You will be expected to pay your fee at or before the time of your appointment. Services may be terminated to a patient who refuses to pay a properly established fee.

Missed Visits:

It is the policy of Frederick Psychiatry, LLC to bill for unexcused missed sessions. Since your appointment represents a block of time reserved specifically for you, we request that you respect the value of that time. Therefore, you will be responsible for paying the fee established for any missed appointments unless you cancel during regular working hours at least 24 hours prior to your scheduled time.

Returned Checks and Collections:

You may be charged a fee of \$35 for each check returned unpaid by the bank. Accounts outstanding for more than 90 days may be sent to a collection agency or attorney for further action. You will be notified of this action via mail send to the address known to us.

Health Insurance:

If you have health insurance (Blue Cross, Medicare, Champus, etc.) you are responsible for submitting claims for reimbursement for out-of-network services provided, if applicable. Frederick Psychiatry, LLC does not currently accept insurance, therefore will not be submitting any claims to your insurance company.

Most health insurance coverage today is "managed". Some of the organizations providing managed care are Magellan, Value Behavioral Health, Kaiser, Optimum Choice, United Behavioral Health, Cigna Behavioral Health plus many others. These and similar organizations usually require that services to their subscribers be authorized in advance. It is your responsibility to track your authorized. Any services provided to you without authorization will be your financial responsibility. Some managed care organizations or HMO's have their own network of providers. Frederick Psychiatry will only be able to provide services to you on a self-pay basis. You will need to call your insurance company to find out whom to contact for services.

Emergencies:

If you feel your situation is a medical emergency or you are experiencing a life threatening situation and requires immediate assistance, you should go to the nearest emergency room or call 911. If you are experiencing an urgent situation where you feel the need to consult a professional and Frederick Psychiatry, LLC is open, please call the office main number at 240-415-6100 and a message will be given to your psychiatrist to return your call. Additionally, the Frederick County Mental Health Association can be accessed for crisis counseling services by calling 211 or 866-411-6803.

Patient Rights and Responsibilities

As a patient of Frederick Psychiatry, LLC, you have the right to:

- ❖ Be treated in a safe environment with dignity and respect regardless of your age, race ethnicity, culture, national origin, preferred language, gender, gender identity or expression, religion, spiritual orientation, marital status, sexual orientation, veteran's status, physical or mental disability, or ability to pay.
- ❖ Receive care that respects your cultural and spiritual needs
- ❖ Be informed about your rights
- ❖ Participate in treatment and discharge planning, which includes knowing the names of providers involved in your care, receiving information about your diagnosis, prognosis, and medication, and understanding the risks, benefits, and alternatives of recommended treatment
- ❖ Know your progress in treatment and have questions answered
- ❖ Discuss your medication with your doctor. This includes how the medicine works, how it makes you feel, side effects, or any need for medication changes, and refuse medication.
- ❖ Find out in advance how much money you will be charged for treatment and obtain information about your bill or payment
- ❖ The protection of your privacy and confidentiality of your communication and medical records
- ❖ Decide if you do not want to continue with treatment
- ❖ Not be subjected to physical, mental, verbal or sexual abuse:
- ❖ File a complaint or grievance
 - Be provided a response within seven (7) business days to any complaint that you may have.

As a patient of Frederick Psychiatry, LLC you have the responsibility to:

- ❖ Treat staff, other patients, and visitors with courtesy, kindness, and respect
- ❖ Provide complete, honest, and accurate information about your health to your doctor
- ❖ Work to accomplish your treatment goals. This includes taking medication as prescribed.
- ❖ Tell your psychiatrists how your medications make you feel; including the side effects from any medicines you take.
- ❖ Follow your treatment and discharge plans, and inform your doctor if you have concerns about, or are unable to follow those plans
- ❖ Give updated and accurate demographic and employment information to the staff. Immediately tell the administrative staff whenever there is a change in any of these.

- ❖ Pay your fees at or before the time of your appointment. Discuss any problems with your fees with the staff or your doctor.
- ❖ Keep your appointment and be on time, since your appointment time is set-aside for you. If you are late, the time available for your session will be shortened. If you know that you will be delayed or that you will not be able to keep your appointment, please call. You may be charged for any sessions that you miss without giving 24 business hours notice.

If you have any questions or concerned about these Rights and Responsibilities, please speak with your doctor or the administrative staff.

Purpose of the Notice:

This Notice of Privacy Practices describes how we may share your "protected health information" (PHI) to carry out treatment, payment, health care operations, and for other purposes that are permitted or required by law. It also describes your rights to see and control your PHI.

Frederick Psychiatry, LLC is required by law to:

- make sure PHI is kept private,
- give you this Notice of our legal duties and privacy practices that affect your PHI,
- follow the terms of the notice that is currently in effect, and
- notify affected individuals following a breach of unsecured protected health information.

Uses and disclosures not described in this Notice will be made only with your written authorization, which may be revoked as provided below.

Definitions:

Protected Health Information (PHI) is medical information that identifies you or may provide a basis for identifying you, including demographic information. Your PHI relates to your past, present, or future physical or mental health condition and related health care services. Frederick Psychiatry, LLC is required by law to keep records of the care which is provided to you.

You/Your or Patient is defined as any person receiving a health related service through Frederick Psychiatry, LLC. If the subject of the PHI is a minor, "patient" means the parent (unless subject to a limiting court decree or custody agreement) or authorized legal representative(s). If the subject of the PHI is incapable of making an informed decision, "patient" means the authorized legal representative(s).

Treating Clinician is defined as the individual primarily responsible for providing the patients mental health services at Frederick Psychiatry, LLC.

Medical Record is defined as a record of clinical services provided. This may be in electronic or paper form. Billing records are separate from the medical record. In addition, psychotherapy notes are separated from the rest of the patient's medical record. Psychotherapy notes are notes recorded (in any medium) by a health care provider who is a mental health professional documenting or analyzing the contents of conversation

during a private counseling session or a group, joint, or family counseling session. Psychotherapy notes exclude medication prescription and monitoring, counseling session start and stop times, the modalities and frequencies of treatment furnished, results of clinical tests, and any summary of the following items: diagnosis, functional status, the treatment plan, symptoms, prognosis, and progress to date.

Who Will Follow this Notice:

- Any Frederick Psychiatry, LLC health care professional or employee authorized to enter information into your medical records who have access to PHI.

How We May use and Share PHI About You:

Below are the various ways that Frederick Psychiatry, LLC uses and shares your PHI. Not every use in a category will be listed. However, all of the ways Frederick Psychiatry, LLC is permitted to use and disclose PHI will be within one of the below categories.

For Treatment: Frederick Psychiatry, LLC will use and share your PHI to provide, coordinate, or manage your health care and related services. We may use and disclose your PHI to tell you about or recommend possible treatment options or alternatives that may be of interest to you. We may share PHI about you with:

- Health care practitioners such as doctors, nurses, interns, or other personnel who are involved in taking care of you at Frederick Psychiatry, LLC
- Different departments of, or contract personnel with Frederick Psychiatry, LLC, in order to coordinate the different things you need such as prescriptions and blood work orders,
- Entities outside of Frederick Psychiatry, LLC who may be involved in your medical care after you leave our program/before you sought treatment here, such as referrals to aftercare facilities, or other providers separate from Frederick Psychiatry, LLC.

Healthcare Operations: We may use and share your PHI to support healthcare operations of Frederick Psychiatry, LLC. For example, we may also share your PHI with state, federal, or accrediting agencies for activities such as audits, inspections, and licensure.

Appointment Reminders, Treatment Alternatives, and Health Related Benefits and Services: We may use PHI to remind you that you have an appointment at Frederick Psychiatry, LLC.

Others Involved in your Treatment: With your expressed agreement, we may share your PHI with a family member, relative, close friend, or any other person you identify. Only information that directly relates to that person's involvement in the finances of your healthcare will be shared. If you are unable to agree or object that we may share information, if based on professional judgment we determine that it is in your best interest. In addition, in the event of a disaster, we may share PHI related to your status and location with your family and/or organization assisting in disaster relief effort.

As Required By Law and Public Health Activities: We may use or share your PHI to comply with local, state, or federal law. Only information that is required will be

released. Examples of this would include reporting for public health activities; notification of abuse, neglect, or domestic violence; health oversight activities; judicial and administrative proceedings and law enforcement activities. We may also use and share PHI about you when, in our judgment, it is necessary to prevent a serious threat to your health and safety or to the health and safety of the public or another person. Any disclosure, however, would only be to someone able to help prevent the threat.

Military Activity and National Security and Intelligence Activities: Under certain circumstances we may share your PHI with authorized federal officials involved in national security and intelligence activities. This may include activities such as providing protective services to the President or foreign heads of state. Information may also be given to federal officials to conduct special investigations. When appropriate conditions apply, we may use or share PHI of Armed Forces personnel (1) for activities deemed necessary by military command authorities, (2) to determine your eligibility for benefits by the Department of Veterans Affairs, or (3) to foreign military authority if you are a member of that foreign military service.

Your Rights Regarding PHI About You: You have the following rights regarding the PHI we maintain about you:

Right to See and Copy Your PHI: You have the right to see and receive a copy of your PHI that is contained in your medical and/or billing records. If you request a copy of your PHI information, we may charge a reasonable fee for the associated costs of copying and processing your request. In certain limited situations, we may deny your request to read and copy your PHI. In some circumstances, you may have a right to have this decision reviewed, and the decision to deny access may be reversed. Please contact our office if you have questions about access to your PHI.

Right to Amend Your PHI: You have a right to amend by adding to your PHI in your medical record for as long as you are a patient at Frederick Psychiatry, LLC. To request to add information, your request must be in writing, and you must include a reason for your request. If your request is not in writing or does not include a satisfactory reason, we may deny your request to amend the record.

In addition, we cannot permit you to amend information that:

- Was not created by Frederick Psychiatry, LLC
- Is not part of the PHI kept by or for Frederick Psychiatry, LLC
- Is not part of the information which you would be permitted to inspect and copy
- Is not accurate and complete
- If we should deny your amendment request, you have the right to insert in the record a concise statement of the reason you disagree with the record

Right to a List of Disclosures: You have a right to receive a list describing specifically who has received PHI about you during the last six (6) years. There are certain restrictions and limitations. This list will not include those who have received PHI for treatment, payment, or healthcare operations, as described in this Notice of Privacy Practice. It also will not include family members, or friends involved in your care and payment, or to whom notification was given.

To request this list or accounting of disclosures, you must write directly to Frederick Psychiatry, LLC

Your request must state a time period that may not be greater than six years

- The first list you request within a 12-month period will be free

- For additional lists, we may charge you for the costs of providing the list.

Right to Request Restrictions: You have the right to request that we limit how we use and disclose your PHI. You may restrict giving your PHI to your health insurance plan if you pay out-of-pocket, in full for services. In other circumstances, if you request limiting how we use or disclose your PHI, we will consider your request but, we are not legally required to agree to your request.

- To request restrictions, you must make your request in writing at the time of your admission and/or registration for services. Your request must list (1) what information you want to limit; (2) whether you want to limit our use, disclosure, or both; and (3) who may not receive information. If we do agree, we will limit the information unless it is needed to provide you emergency treatment.

Right to Choose Confidential Communications: You have the right to request that we communicate with you about healthcare matters in a certain way or at a certain location. For example, you can ask that we only contact you at work or by mail. To request confidential communications, you must make your request in writing to Frederick Psychiatry, LLC. Your request must specify how or where you wish to be contacted. We will do our best to accommodate reasonable requests.

Right to a Paper Copy of This Notice: You have the right to a paper copy of this Notice. You may ask us to give you a copy of this Notice at any time. Even if you have agreed to receive this Notice electronically, you are still entitled to a paper copy of this Notice. You may obtain a copy of this Notice at our website frederickpsychiatry.org or by contacting our office.

Changes to This Notice: We have the right to change this Notice without warning. We have the right to make the revised or changed Notice effective for PHI we already have about you, as well as any PHI we receive in the future. The effective date of the notice will be posted in the Notice. In addition, we will offer you a copy of the current Notice in effect each time you register or are readmitted to Frederick Psychiatry, LLC. A current and updated copy of this Notice will be posted on the Frederick Psychiatry, LLC webpage and at our office.

Other Uses of PHI: Other uses of PHI not covered by this notice or the laws that apply to us will be made only with your written permission.

Right to Revoke Authorization: If you give us permission or authorization to use or share PHI about you, you may take back that

permission or authorization in writing at any time. If you revoke your permission, we will no longer use PHI about you for the reasons covered by your written authorization. We are unable to take back any disclosures we have already made with your permission prior to your written request to revoke authorization.

We are required to keep records of the care that we provided to you.

- To take back your permission or authorization, you must make your request in writing. Send your request to Frederick Psychiatry, LLC.
- Written permission to use or share PHI about you is not a condition of receiving treatment at Frederick Psychiatry, LLC except:
 - o If the treatment is research-related, provision of treatment may be conditional on receipt of written permission to use or share PHI related to the treatment as necessary for the research or
 - o If the purpose of the treatment services is to create PHI for disclosure to a third party, provision of the services may be conditioned on receipt of written permission from you to share PHI to that third party.

Complaints: If you believe your privacy rights have been violated in any way, you may file a complaint with Frederick Psychiatry, LLC or the Secretary of the U.S. Department of Health and Human Services by contacting:

Frederick Psychiatry, LLC
5100 Buckeystown Pike, Suite 250
Frederick, MD 21704
(240) 415-6100

All complaints must be made in writing. You will not be penalized for filing a complaint. If you have questions about this Notice, or would like to exercise your Privacy Rights, please contact Frederick Psychiatry, LLC at 240-415-6100.