



## Patient Agreement and Practice Policies

### Communications

Mentem Psychiatry and their providers can be contacted via phone or through the patient portal via Athena. The patient portal is our preferred method of communication. Providers will make every attempt to respond to your message (via phone or patient portal) within 48 business hours, however, if there are extenuating circumstances, this may not be guaranteed. Medication refill requests can be made through your pharmacy or the patient portal. Please allow 72 hours from the time your provider receives the request for your refill request to be processed. Do not wait until you run out of medication to request a refill.

### Emergencies

Mentem Psychiatry does not offer 24 hour per day on-call service, crisis coverage, or emergency treatment. As such, any urgent or emergent medical, psychiatric or safety issues should be addressed with emergency or crisis services.

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.

For those living in the Des Moines area, the following resources are available for those experiencing a mental health crisis or emergency:

- Polk County Mobile Crisis – Available to Polk County residents. If you call 911 and indicate your situation is a mental health crisis they can assess your needs and send a mobile crisis team along with law enforcement, if applicable, to assist you. If you would like to access the Mobile Crisis Response Team in a non-emergent situation, call 515-288-0818 or contact the crisis line, open 24/7, at 855-581-8111. Call to the crisis line are free, confidential and have a trained professional on the other end.
- The Crisis Observation Center at Broadlawns may be utilized by adults who are experiencing psychological or psychiatric stress that does not require hospitalization. They are open 24 hours a day, 7 days per week. Address: 1801 Hickman Road, Des Moines, Iowa. Phone number: 515-282-5742.
- Broadlawns Behavioral Health Urgent Care is a walk-in clinic for adults ages 18+ who are experiencing a mental health crisis. The clinic is staffed with psychiatric nurse practitioners, therapists, nursing staff and service coordinators to meet your needs. Hours are Monday through Friday 9AM to 5PM. Address: 1801 Hickman Road, Des Moines, IA. Phone: 515-282-5742.

- UnityPoint Clinic Behavioral Health Urgent Care is a walk-in clinic for pediatrics and adults who are experiencing a mental health crisis. The clinic is staffed with psychiatric providers, therapists, nursing staff and service coordinators to meet your needs. Hours are 8AM to 4:30PM Monday through Friday. Address; 1250 East 9<sup>th</sup> St., Des Moines, IA. Phone: 515-263-2632.

### Payment

Mentem Psychiatry 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 Mentem Psychiatry'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 Mentem Psychiatry with accurate and up to date insurance information, and to notify Mentem Psychiatry with any changes to insurance, address, or phone number.

Payments are due at the time of 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.

If phone or email consultation or paperwork is requested, Mentem Psychiatry has the right to charge a fee for these services or require you to make an appointment in order to go over such paperwork. 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. Cancellations must occur by phone or through the patient portal at least 24 hours in advance of your scheduled appointment. A missed appointment without 24-hour notification of cancellation will be charged a fee to the card on file. A missed initial appointment (for new patients) will be charged \$250 and a missed follow up appointment (for established patients) will be charged \$150. 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 Mentem Psychiatry reserves the right to waive the fee in the case of hospitalization, with supporting documentation, or extenuating circumstances.

### Provider and Patient Relationship

The relationship with your provider at Mentem Psychiatry is voluntary and may be discontinued at any time. Mentem Psychiatry 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. It is every patient's responsibility to treat providers and staff with respect. Profanity, threats, and demanding behavior will not be tolerated. 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, Mentem Psychiatry'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 Mentem Psychiatry 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 Mentem Psychiatry 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 or has a legal guardian) and Relation to Patient (e.g., Mother, Father, Guardian, etc.)

\_\_\_\_\_

Date \_\_\_\_\_