



COLUMBIA PSYCHIATRY

Policies and Procedures

Welcome to the office of Dr. Jessica Nittler, M.D., Dr. Kristin Parkinson, M.D., and Andrea Earlywine, APRN. We established this psychiatry clinic in order to broaden our outreach in the Columbia area and to help those who face emotional and behavioral changes. Our clinic provides care to overcome your unique challenges and begin healing. We believe that it is important that you are given the time and opportunity to carefully examine the challenges you are facing, instead of pushing the problems aside. Our office is warm and welcoming for everyone and it's a comfortable space where you will receive personalized attention.

This Agreement contains important information about our professional services, clinic policies, and procedures. Please review it carefully. If you have any questions, please bring them up at your appointment so they can be discussed.

Areas of Treatment:

As Board-certified psychiatric providers, we have the specialized skills and knowledge to diagnose and treat a wide range of problems. Once a full evaluation has been completed, your provider will provide you with initial diagnostic impressions and treatment options. If medication is warranted as an appropriate treatment option, your provider will also be able to prescribe and manage your medications.

Services and Appointments:

At your first consultation visit, we will evaluate whether our services are appropriately matched to your needs. The initial evaluation fee will apply regardless of whether you are taken on as a patient of Columbia Psychiatry. Please allot one hour for your initial evaluation. Follow-up appointments last up to 25 minutes.

Initial follow-up visits are usually four to six weeks after the initial evaluation. After that, the frequency of follow-up appointments depends on a number of factors. All patients receiving controlled substances must be seen in person every six months. All patients receiving schedule II substances, including stimulants for ADHD treatment, require follow-up visits every three months.

Treatment of a minor will only be provided with the consent of a parent or legal guardian. For appointments, it is important for minors to be accompanied by a parent or legal guardian. No prescription changes or refills will be given without the consent of a parent or legal guardian.



COLUMBIA PSYCHIATRY

Policies and Procedures

Patients who are 18 and older must make and manage their own appointments except in extenuating circumstances. If you put a credit card on file with our office, you are responsible for notifying the responsible party for that card that it is being used.

We are a private psychiatry office and offer care that is personalized for each patient. As such, we do not follow treatment regimens or programs that are dictated by insurance companies and do not participate in any insurance panels. Therefore, our practice is strictly fee-for-service only.

Our doctors are considered out-of-network providers. If you wish to seek reimbursement from your insurance company, please contact our office manager. We will be happy to provide you a receipt that you may submit to your insurance company.

Payment in full is due at the time of service. Our clinic accepts checks, credit cards, or exact cash. Returned checks may be subject to a fee.

Professional services provided outside of scheduled appointment times may be subject to a fee. These services include telephone calls, email communication, preparation of records or treatment summaries, writing letters, filling out paperwork, or time spent performing any other service you may request of your physician.

Email may not always be a secure form of communication. Our office is happy to communicate via email regarding medication refills, appointment scheduling, and providing receipts. However, medication changes, dosing adjustments, and questions regarding your diagnosis or treatment need to be addressed in an appointment.

If you are not seen for over a year, you will no longer be considered an active patient of Columbia Psychiatry, and you will need to schedule an initial consultation for re-assessment.

Cancellations and Late Arrivals:

Once an appointment has been scheduled, you will be expected to keep that appointment. If you arrive more than 10 minutes late for your appointment, you may be asked to reschedule. If you arrive 15 minutes late for your appointment, you will be asked to reschedule.

Cancellation or rescheduling of appointments requires a 24-business hour advance notice. Business hours are considered weekdays and exclude holidays.

A first-time cancellation within 24 hours or missed appointment will not be penalized. Subsequent cancellations within 24 hours or missed appointments will result in a \$100 fee. A



COLUMBIA PSYCHIATRY

Policies and Procedures

third cancellation within 24 hours or missed appointment may be grounds for termination of care.

Initial appointments missed or canceled within 24 hours will result in a \$100 fee. Exceptions will be dealt with on a case-by-case basis and are at the discretion of the provider.

Reminder calls, emails and text messages for appointments may occur. We may disclose health information about you for appointment reminders. Reminder calls, emails, and text messages for appointments are a courtesy service and should not be depended on. If you do not receive a reminder call or email and you fail to make your appointment, you will still be charged the \$100 fee. If you wish to opt-out of reminder calls, emails and text messages please notify the front office.

Patients are responsible for maintaining current and accurate contact information.

Privacy and Confidentiality:

Confidentiality is protected by law and is the cornerstone of appropriate mental health care. Our policy is to maintain strict confidentiality. Before you become a patient of our clinic, you will be provided with the Notice of Privacy Practices for Protected Health Information. The Notice of Privacy Practices for Protected Health Information describes ways in which our office may use and share your protected health information. It also describes your rights and certain obligations our office has in regard to the use and sharing of your health information.

Our office utilizes email through Gmail as well as text messages. Neither of these platforms are guaranteed to be completely secure. Acceptance of these policies indicates your agreement to communicate by email and text unless you specifically notify our office otherwise. Agreement to email and text communication is not required to become a patient of Columbia Psychiatry, but you must notify our office that you do not wish to participate in text and email communication.

Our office utilizes the Missouri Prescription Drug Monitoring Program (PDMP) for both potential and current patients, and we may take action based on that information.

In most legal proceedings, you have the right to prevent your doctor from providing any information about your treatment. Your records may be subpoenaed for some court proceedings.

There are some situations in which our office is legally obligated to take action to protect others from harm, even if we have to reveal some information about a patient's treatment. For example, if your doctor believes that a child, elderly person, or disabled person is being abused, your doctor may be required to file a report with the appropriate state agency. If our office



COLUMBIA PSYCHIATRY

Policies and Procedures

believes that a patient is threatening serious bodily harm to another, we may be required to take protective actions. These actions may include notifying the potential victim, contacting the police, or seeking hospitalization for the patient. If the patient threatens to harm themselves, we may be obligated to seek hospitalization or contact someone who can help.

Requests for medical records may be subject to a fee.

Contacting Our Clinic:

The best way to get answers to your questions is to schedule an appointment. Treatment questions should be limited to your scheduled appointments. Office hours are subject to change.

If you call our office during business hours and our office manager is on another call, please leave a message. Please note that if someone else calls on your behalf, we cannot return that call unless we have a signed release on file. It is expected that our clinic staff and providers will be treated with respect and courtesy. Failure to do so may lead to immediate termination from our clinic.

Our office does not provide crisis services or any service outside our office hours.

If you need emergency psychiatric care at any time, please call 911 or go to the nearest emergency department. The Boone County 24-Hour Crisis Hotline is 1-800-395-2132. The National Suicide Hotline number is 1-800-273-8255.

Our office reserves the right to update our policies and procedures. The updated policies and procedures will apply to all information we already have about you and any information we receive in the future. The policies and procedures currently in effect is available upon request. Thank you for reading the Policies and Procedures for Columbia Psychiatry, LLC.