

Updated Practice Policies 2024:

1. New Clinical Practice hours: Tuesdays - Friday 10am - 7pm. All requests outside of practice hours will be handled on the next business day. There will be Saturday appointments available at the providers discretion.
2. Text communication can **no longer be permitted**, as this is not a secure form of communication and does not comply with the HIPAA privacy guidelines. Please utilize the phone tree (802)-631-0224, for all patient related needs and for appointment changes/cancellations. This system will be monitored twice daily during business hours. Your request may take up to 24 hours to be processed.
 - For all REFILLS: Please allow 5 days notice for all refill requests. Please utilize the phone tree for all requests telephone @ (802)-631-0224. Remember to leave your full name, date of birth, and pharmacy with the address and ZIP code. Refills will not be provided if you have not met your requirement for an in person session or if you have not been seen within the last 6 months. Controlled substance can not be refilled until 30 days from the date of your last prescription **PICK UP.**
3. All patients will be required to keep an active form of payment on file. This will be utilized for missed visits or visits provided without active insurance active benefits. (See #4). Additionally, communications outside of designated communication methods will be billed at a private pay rate, starting at a minimum of 15 minutes or prorated based on level of complexity.
 - For all matters that require communication outside of visit or for additional paperwork requested to be completed by the provider, there will be billed a rate \$400/hr. You will be prorated based on time spent to discuss concerns or complete and send documents, rounded to the nearest quarter hour. Paperwork needs to be directly sent to the location of request, so be sure to provide a **completed HIPAA consent**, as well as, fax/address/email to the location of the request.
 - Contact for all matters including; experiencing side effects, requesting medication change (including dose or addition of a medication) or need to have other general psychiatric questions **REQUIRE** a visit to be made; all treatment plan changes must be documented.
4. It is your OBLIGATION, to update HEADWAY, with your current insurance information and active form of payment. If this is not done prior to the visit you will be billed for the cost of the session without insurance coverage. Typically insurance policies will change or update annually in January; please be sure to periodically review your account status.

- Additionally, if your address, name, marital status or any other demographic information should change, you must update directly on the headway website and request an updated demographic electronic sheet be sent to you from your provider. This is the **patient's responsibility** and if not completed may result in an insurance denial.
5. If there is a need to have your care discussed with any other individual, care provider, or institution; you **MUST** complete a HIPAA consent form. This will be made available to you upon request. Consents for HIPAA privacy must be filled out in their entirety if you are requesting Megan Resnick, PMHNP to contact a provider or otherwise. Please read over your consent prior to sending. It will not be honored unless it has been completed fully.
Attention to section 8 on form.
 6. It is **REQUIRED** you confirm your visits 48 hours in advance **through the automated** system text reminders. Missed visits will be charged a \$100 fee with **NO** exceptions. It is the patient's responsibility to accommodate meeting times during business hours. **All in person MISSED visits or canceled visits** outside of 48 hours, will be charged \$120 dollars. There are NO Exceptions.
 7. All patients must be seen at least **ONCE** annually for an in person visit, and twice annually to remain an active patient. With the exception of the provider's determination of additional need for additional in person sessions. New patients must be seen in person for their first assessment if you are taking any controlled substances. Patients who are on controlled substances will require a follow up at minimum of bimonthly.
 - **It is the obligation of the patient to keep track of the dates or need for your in person visits.**
 - **For patients who are stable on current medications I will now be offering 15 minute appointments. If you are experiencing a change in symptoms, require medication changes, enjoy talk therapy, or need additional psychiatric attention be sure to request a 30 minute follow up appointment.**
 - **All patients on controlled substances will require a visit Bimonthly.**
 8. Psychiatry works in conjunction with your primary medical team. You are required to participate in an annual physical with your primary care team. Please have lab work results and EKG sent to Megan Resnick, PMHNP. Please utilize address above, or fax # (949)-543-2453
 9. **In person sessions** will take place at the following location. All in person visits will be available on Fridays ONLY.

- Practice Location:
Solutions Professional Building
88 Terry Road, Smithtown, NY 11787

You will be provided with a combination for the locked door to enter the waiting room, there will not be a receptionist present. Please be seated and wait for the provider to get you at the time of your visit.

10. Megan Resnick PMHNP reserves the right to dismiss patients who do not consent to the above or fail to comply with the above policy changes. Other reasons for dismissal include but are not limited to: \suspicion of abuse/misuse/drug diversion of controlled substances, 3 or more consecutive or non consecutive missed visits within 1 calendar year, two or more medical professionals prescribing controlled substances, and/or fractured therapeutic rapport. Upon dismissal from practice you will be provided a letter, a one month supply of medication, and alternative community provider referrals.

Print Name: _____ Date: _____

Signature: _____