



Mid-State Health Center

**101 BOULDER POINT DRIVE
PLYMOUTH, NH 03264
PHONE: 536-4000**

Treatment Agreement

OFFICE HOURS

Monday through Friday 8:00 am – 5:00 pm
Saturday 9:00 am- 12:00 pm (medical appointments only)
By appointment only.

If you have an urgent need and the office is closed, the answering service is available 24 hours per day, 7 days per week. Please leave your name and a telephone number where you can be reached. In the case of an emergency, please call 911.

APPOINTMENTS AND FEES (Fees subject to change without prior notice)

Medical

You will be billed a fee for all medical appointments not cancelled at least 4 hours in advance, unless we both agree that you were unable to attend or call due to circumstances beyond your control. In addition, a pattern of failure to keep appointments may result in discontinuation of treatment. The fee for missed medical appointments is \$50.00.

Behavioral Health

Your initial appointment – psycho-diagnostic interview and consultation - will be between 20-30 minutes long and consist of face-to-face contact, record review (if applicable), note taking, compilation of records, and correspondence with other medical personnel/social workers, etc. as needed. The charge for the initial appointment is \$224.00.

The psychologists in this clinic provide behavioral health consultation rather than specialty mental health services. That means that our treatment is focused on improving your functioning and quality of life. Appointments for continuing services will be made with you according to your clinical need, but will likely be for 20-25 minutes of face to face contact time with the provider. In some instances, a longer appointment may be scheduled with you. The charge for each follow-up appointment varies based on the duration of the visit. Telephone calls in excess of 15 minutes will also be billed.

You will be billed a fee for all behavioral health appointments not cancelled at least 24 hours in advance, unless we both agree that you were unable to attend or call due to circumstances beyond your control. In addition, a pattern of failure to keep appointments may result in discontinuation of treatment. The fee schedule for missed appointments and telephone contacts is as follows:

	15-29 minutes	30 – 44 minutes	45 – 60 minutes
Telephone	\$50.00	\$75.00	\$100.00
Missed Appointment	N/A	\$50.00	\$100.00

Other services authorized by you, such as attendance at meetings with other professionals, are also billed at the office rate. You should know that these other services may not be covered by your insurance. Psychological testing costs vary and will be discussed with you, if applicable; however, these costs are often not covered by insurance. If you become involved in legal proceedings that require our participation, you will be expected to

pay for the clinicians' time, travel time, and expenses. We charge \$250.00 per hour for preparation and attendance at any legal proceeding.

We do accept insurance and will file forms with your insurance company. You will be responsible for the deductible, co-pays and balances not covered by your insurance carrier. Please note we **do** accept debit or credit cards and we offer a 20% discount for all self-pay patients who pay at the time of service. Should the cost of our service be greater than you can afford, please let us know at the time of your first appointment. It is your responsibility to speak with our receptionist to make payment arrangements if you should need a special payment plan. We can also direct you to services that may help with these costs. If we do not receive a payment from you in over 90 days, we have the option of using legal means to secure payment. This may involve hiring a collection agency. In most collection situations, the only information we release is patient /guardian's name, address and telephone number, the type of service provided, and the amount due.

EMERGENCIES:

If an emergency should arise, please call the office number at 536-4000. Our 24-hour answering service will page the on-call doctor, and your call will be returned as soon as possible. In the event of an emergency and you are unable to reach us, (i.e. due to our telephone not being in operation, for instance), please call the emergency room at Spare Memorial Hospital (536-1120) and request that they page the doctor who is on-call.

CONFIDENTIALITY:

Mid-State Health Center maintains electronic health records that can be viewed by all health care clinicians to improve your health care. If you receive care at Mid-State Health Center, your health record includes information about both behavioral health and medical information. You also have the right to read and amend your treatment record.

If your records are released or transferred to another party, we will make every effort to separate medical and behavioral health information. However, you need to be aware that it is possible that both medical and behavioral health information may be released.

In general, law protects the privacy of all communications between a patient and a psychologist, and we can only release information about our work to others with your written permission. However, there are a few exceptions.

1. In most legal proceedings, you have the right to prevent us from providing any information about your treatment. In some proceedings involving child custody and those in which your emotional condition is an important issue, a judge may order our testimony if he/she determines that the issues demand it.
2. There are some situations in which we are legally obligated to take action to protect others from harm, even if we reveal some information about a patient's treatment. For example, if a clinician believes that a child, elderly person, or disabled person is being abused, we must file a report with the appropriate state agency.
3. If we believe that a patient is threatening serious bodily harm to another, we are 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 him/herself, we may be obligated to seek hospitalization for him/her or to contact family members or theirs who can help provide protection.
4. We may occasionally find it helpful to consult other professionals about a case. During a consultation, we make every effort to avoid revealing the identity of our patient. The consultant is also legally bound to keep the information confidential. If you do not object, we will not tell you about these consultations unless we feel that it is important to our work together.

5. Once you have authorized us to release information and information has been released, we no longer have control of or responsibility for how that information is used by the receiving party.
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Note: While we strive to be on time for all appointments, we also serve as on-call providers within this clinic and for the hospital. In the event of an emergency, your appointment may be delayed. Although we ask for your patience in these instances, please know that you can also reschedule your appointment if this is more convenient (it will not be recorded as a missed appointment).

10-07-08