

Name of Patient: _____

Date of Birth: _____

Psychiatry – Patient Services Agreement

Integrated Behavioral Health: At Walpole Pediatric Associates, we have a Psychiatric Nurse Practitioner on staff to provide psychiatric consultation and medication management for children and adolescents from ages 6 to 30. This may include a referral for a diagnostic assessment and treatment recommendations. In some instances, PCP's may request for psychiatry to provide brief medication management to stabilize acute symptoms or to "bridge" medication while a patient is awaiting a community psychiatric provider.

Psychiatry Appointments: Patients are scheduled for virtual visits Mondays 10-6:30, Tuesdays 8-4:30, Thursdays 8-4:30, and Fridays 8-4:30 – in office visits are available every other Friday. An in-person intake is required for patients under 10 years of age. **Please have all previous psychiatric records from outside the Boston Children's Hospital network, including neuropsychological testing, faxed to our office before your first appointment.** Our fax number is 508-668-6539.

Psychiatric Services: **Please contact your insurance to determine what services are covered and what your financial obligation will be.** Psychiatric services are by appointment only and do not include crisis evaluations. Initial psychiatric diagnostic interview is typically 60 minutes, medication management is typically 30 minutes.

**If you or your child require a sick appointment or a nurse visit for a vaccine, that should be scheduled separately on a different day. Please call the office in the morning to find out availability for that day.*

Attendance: As a courtesy, you will receive a message prior to your appointment. Please understand that you are responsible for knowing the date, time, and location for appointments that you schedule.

Unfortunately, when even one patient is late, it can throw off the entire schedule for that day and contributes to decreased quality of care. We ask that you arrive early for your appointment to allow time for check-in and completion of questionnaires. **Patients arriving more than 15 minutes late may be asked to reschedule.*

If you need to cancel or reschedule your appointment, please provide 24 hours' notice to our office. This allows another patient the opportunity to utilize that appointment time. Any appointment that is not cancelled with a minimum of 1 hours' notice will be considered a **no-show**.

We monitor the frequency of no-shows or late cancellations. Families having 3 or more no shows with psychiatry within a 6-month period will have their consultation closed. The

parent/guardian/patient will be sent a notification letter by certified mail. You will be provided with 30 days' worth of medication while you secure a new provider.

Telephone/MyChart: You may provide updates via MyChart to be discussed at your next appointment. If you have issues regarding your treatment that need to be addressed before your next appointment, please contact the office to speak with nursing. If you are calling to request a medication adjustment, this is best discussed during a scheduled appointment. You are welcome to schedule an earlier appointment if available.

For any paperwork, letters, or form requests, please allow up for 3-5 business days to complete.

Emergency/Afterhours Service:

If there is a medical emergency or psychiatric crisis, please call 911 or go to your local emergency room.

If you have primary care at Walpole Pediatric Associates and have an urgent problem which cannot wait until the next business day, you may call the office number (508-660-2200) and speak to the on-call provider. **This option does not apply to routine refill requests or scheduling issues.**

*If your primary care provider is **not** at Walpole Pediatric Associates and you have an urgent problem, you should call your primary care provider directly. Please call or text the Mass Behavioral Health Help Line to receive urgent access to crisis services in your area at 833-773-2445.*

Medication Consent:

Parent/guardians of patients under the age of 18 must attend psychiatry appointments to provide an update, be a part of treatment planning and to give informed consent for any medication trials. We understand that this can be difficult at times, so with permission from your provider, a parent can join remotely via telehealth methods.

When a minor child visits our office accompanied by either parent, it will be assumed that the parent has full or joint legal custody, hence the authority to make medical decisions for the child, unless we are instructed otherwise, in writing by a legal authority. We depend on parents to communicate clearly with each other about the child's health status and treatment plan. **We cannot take the responsibility of contacting each parent separately every time there is an appointment.** We are, however, happy to receive inquiries about the child's health from either parent at any time. We may request that you attend and be involved in appointments.

If the legal guardian is the *Department of Children and Families*, we will need consent for medication treatment to be authorized by an employee of DCF who has these rights.

If you would like an adult other than a legal guardian to have the authority to give consent for psychotropic medication, you must complete a caregiver affidavit (available on www.mass.gov). It will need to be notarized.

Medication Refills:

It is your responsibility to contact the office before you run out of your medications. These requests can be made through MyChart. Please allow 3-5 days for refill requests. Routine requests *will not* be addressed after hours or by the physician on-call for the weekends.

It is required that you keep scheduled appointments to continue receiving refills for medication. If appointments are not scheduled, missed, or repeatedly rescheduled, you may be required to attend a follow-up appointment before refills are given.

Adhering to the Treatment Plan:

You are expected to follow the treatment plan which is developed collaboratively with you. This means being compliant with medications, completing labs as ordered, keeping appointments, and following through with referrals to therapists, psychiatrists, other healthcare providers, or treatment programs. Do not adjust medication doses or stop medications without consulting with a provider in the office. If blood work is ordered, labs must be completed in a timely manner. It can be completed at the lab of your choice or any local Quest Diagnostics lab: www.questdiagnostics.com/locations/search.

If you are not compliant with your own or your child's treatment, you will be discharged from Walpole Pediatric Associates Psychiatry Services.

Confidentiality:

Your privacy is important. All protected health information (PHI) will be kept confidential. In most cases we will obtain your consent prior to releasing any PHI. This includes sharing information outside of Walpole Pediatric Associates with therapists, schools, psychiatric programs, etc.

PHI may be released regardless of consent in the following circumstances:

- According to state and local laws, we must report to the appropriate agencies all cases of suspected physical or sexual abuse or neglect of minors (children under the age of 18), the disabled and the elderly.

- According to state and local laws, we must report to guardians and/or appropriate agencies circumstances in which there exists a danger to self and/or others.
- When authorized, to process medical insurance claims and authorized payment of benefits.
- If a patient needs emergency services and other medical personnel need to be contacted or communicated with.
- If you become involved in specific kinds of legal proceedings, the courts may subpoena information concerning you or your child's treatment.

Your signature below indicates that you have read the patient service agreement and agree to abide by its terms:

Signature: _____ Date: _____

Printed Name: _____ Relationship to patient: _____

We recommend that you keep a copy of this document for your personal records.