



House of Wellness Patient Policies and Procedures

What we do: House of Wellness, LLC is an outpatient nurse practitioner psychiatric practice. We provide psychiatric evaluations and medication management in conjunction with brief therapy for adults 18 years of age and older. House of Wellness, LLC aims to provide a seamless access to care for its patients. Its goal is to provide access for mental health treatment that is straight forward and individualized. If you are admitted to a hospital, we will utilize the hospitalist group associated with that hospital for your inpatient care.

Appointments: We see patients by appointment only. For in-person visits, we ask you arrive 10 minutes before your appointment for any necessary paperwork. For virtual appointments we ask you “arrive” 10 minutes before your appointment. Same-day appointments are usually available for urgent or sudden illness. Please call as early as possible, as the spots to fill up quickly. If there are no available appointments and you have to be worked in, please understand you may have an additional week time.

Cancellations and no-shows: We require a 24-hour cancellation notice if you want unable to keep your scheduled appointment. This allows us to provide that timeslot for another patient. If you no-show to your appointment or do not give the proper 24-hour notice, you will be charged a fee of \$35. Should you have more than two instances, you are subject to immediate dismissal from our practice. We utilize an automated appointment reminder service, however this is offered as a courtesy only and not a means to depend on to remind you of your appointment.

After hours and emergencies: For a serious emergency call 911 right away. If appropriate, go to your nearest emergency room. Please note that we do not call-in prescriptions after hours or process routine refills, schedule/cancel appointments, or any other non-urgent need. You will be directed to contact the office during normal business hours.

Prescriptions and refills: We will not prescribe new medications without first conducting a visit. The best time to get a prescription refill is at your appointment, after payment has been received. If you need to call for refills, don't wait until you have run out of your medication. Refills require the approval from the provider. Requests are typically processed within 24 hours. Any request made after 12 noon might not be able to be processed until the next business day since the providers typically with patients throughout the day. To request a refill by phone, you can choose that option from the auto attendant from our main number (954) 662-0500 and follow the instructions. Be sure to leave a detailed message including your name, date of birth, prescription name, strength, dosing instructions, pharmacy name and phone number.

- If medication request(s) include previously prescribed controlled substances. Documentation of diagnosis and prescriptions from your previous provider will be

required for review. Our provider serves the right, based upon their clinical judgment, to decide if a controlled substance will be prescribed or not at time of service.

- **Narcotic/controlled medications:** We do not prescribe narcotics. We also limit the use of other controlled medications to short-term use only, unless, clinically indicated. If you require the use of a controlled substance for mental health issues it is important for you to know the following:
 - Controlled medications may not be called in.
 - Controlled medications are subject to be recorded by and monitored by the Florida prescription drug monitoring program, known as E-FORSCE.
 - If at any time, House of Wellness, LLC believes there is any misuse of your medications, we reserve the right to refuse to refill any further medications, administer a drug test, and dismiss you from the practice, if necessary.
 - A random urine drug screening may be required. Presence of abnormal results that would indicate a possible misuse or diversion, may result in the actions listed above.
 - Refills will not be processed prior to when they are due. If your prescription is lost, stolen, or otherwise not available to you for whatever reason, your refill will not be processed until it is due, even with a police report.
 - Controlled medications have a higher potential for addiction. We will monitor you closely. You will be required to comply with our practice policies whether written or at the provider's discretion.

Lab work: It may be necessary at times to order lab work for our patients. We do not draw labs in our office, however, you will be provided with a lab order requisition slip to take to the lab service center that is contracted with your insurance. Please note that House of wellness, LLC is not responsible for the invoicing to you or your insurance company for the lab work, this will be billed by the respective lab company.

Referrals: It might be necessary at times to refer your care to a specialist or other provider. Our office will process the referral and send the appropriate information to the provider of your choice. It will be your responsibility to let us know what provider you have selected after you have verified with your insurance. Once we process the referral, you will be contacted by that specific office to schedule your appointment. We will not schedule appointments on your behalf with that specialist or other provider. Some insurers and specialists may require a "face-to-face" examination prior to accepting a referral from our office. Will be happy to schedule and in-person examination if the situation arises.

Dismissal: If you are "dismissed" from the practice it means you can no longer schedule appointments, get medication refills or consider us to be your provider, and will have to find a provider in another practice.

Common reasons for dismissal

- failure to keep appointments and frequent no-shows
- noncompliance, which means you won't follow provider instructions about an important health issue

- abusive behavior towards staff
- failure to pay your bill

Dismissal process: We will send a letter to your last known address, via certified mail, notifying you that you are being dismissed. We will reasonably assist you with the transition of care to another provider but you will no longer receive services from us beyond a 30-day period. We will forward a copy of your medical record to your new provider after you sign an authorization to release form and payment for medical records is collected.

Insurance: Although we are contracted with several insurance companies it is your responsibility to make sure that our providers are in your plan. It is also your responsibility to know your insurance benefits. As a courtesy to our patients, we will file primary insurance and most secondary insurance claims from our office or through our contracted billing company. We will need all of your demographic and insurance information prior to your appointment. We ask that at the time of your appointment you bring your insurance card and a photo ID as well as any other forms that will be assisting in making sure your claim is filed correctly. At the time of service, you will be responsible for all fees that are not covered by your insurance, including co-pays, coinsurance, deductibles and noncovered services or items received. The co-pay cannot be waived by our practice, as it is a requirement placed upon you by your insurance carrier. We strive to be as accurate as possible in calculating your responsibility but, with so many variations in policies and fee schedules, we are not always exact. You may receive a statement from our office or contracted billing company for any balance due. For your convenience we accept cash, checks, credit cards (Visa, MasterCard, Discover, AmEx). Payments are also accepted by phone. If you receive payment from the insurance company, please forward the payment and all other papers received, to our office. Please do not send the payment back to the insurance company.

No Insurance: House of wellness, LLC accepts self-pay patients. We have affordable self-pay rates for office visits or services. If you are unable to pay at the time of your visit, we will reschedule your appointment to a more convenient time for you.

Worker's Compensation: If your injury or mental illness is due to an accident in your workplace, please inform us immediately. We are not authorized to treat you for this type of claim. You will need to contact your supervisor for instructions on how to file a workers compensation claim. We regret any inconvenience this may cause.

Return checks: There will be a \$30 charge assessed for any check returned by your bank for any reason. Future checks will not be accepted.

Medical records: We will provide you a copy of your medical record upon written request and payment of the applicable fee. The fee schedule for medical records is a \$10 research fee and \$1 per page. You will be notified when your request has been processed, the total cost for processing our request, and when the records will be available for pick-up. Fees are due when the records are picked up. As a courtesy, we will provide electronic copies of your medical records to your healthcare provider at no charge to you. Please allow 30 days to have your records processed.

Results: Upon request, we will provide you with a copy of your laboratory, imaging, or other testing results from services that were ordered by our office. We will not fax any results or medical records to you due to the sensitive nature of the material. Copies of these medical records will be available in your patient portal or they can be mailed to you, certified return receipt requested.

Billing: If you receive a bill from us, it is because we believe the balance is your responsibility. Please contact your insurance company first, if you think there is a problem. If you have any questions about your bill, please call our billing department immediately. If you cannot pay your entire balance, please call to make payment arrangements.

Third-party billing: If you receive a bill from a third-party company, such as a laboratory, and you believe you were billed in error, please contact the company that billed you directly and/or your insurance company. We do not handle any billing aspects from any company other than House of wellness, LLC. If you were told that you received a bill due to a coding issue, please forward a copy of the bill to our office so we can research further.

Elections: Accounts that are not paid within 30 days begin our in-house collection process. If your balance becomes 65 days old, your provider will be notified and you may be subject to dismissal from the practice.

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I acknowledge that I have read, understand, and received a copy of the office and financial policies of House of Wellness, LLC.

Patient Signature: _____

Date: _____