

POLICIES AND PROCEDURES

Y N N A Cancellations and Missed Appointments

Regular sessions are recommended. Cancellations must be phoned in directly at 724-468-3999 at least 48 hours in advance of your scheduled appointment. This allows someone else who may be waiting for care to be seen. To minimize passing along the cost of lost working time to responsible patients, a service fee of \$25 will be charged for late cancellations made 24-48 hours before your scheduled time. Any cancellations within 24 hours of your scheduled appointment time will be charged the full fee. Please use the policy on the back of the appointment card as a reminder. This fee must be paid before or at the time of your next appointment.

Y N N A Financial Agreement

Services provided may be covered by your insurance. If you have a Highmark policy and you have mental health benefits, you will pay only your copay, which is due at the time of your scheduled visit. Those without insurance will pay the full fee at the time the service is rendered. You may wish to inquire with your insurance company if you have out-of-network benefits. If so, you will still need to pay the up-front cost, but you may be reimbursed partially for services provided with a proper receipt from reception. Those checks returned for any reason, including non-sufficient funds, will be billed an additional \$30 fee. Cash, money order, cashier's check or credit card will be the only acceptable forms of payment if a check is returned. Unpaid accounts go to collection between 60 and 90 days. If an account is sent to collections, a \$25 fee per charge to your past due amount will be added to your outstanding bill. Once an account is in collection, it cannot be removed. Any of the above fees are subject to change without notice.

Y N N A Availability

For routine calls regarding scheduling, cancellations, and phone coaching, please call 724-468-3999. In most cases, you will receive a return call the same or the next day. We are open Monday-Friday 8-5pm. As a new patient, we would ask you to come at least a half hour in advance to your appointment, to ensure that we have ample time to give you the best care. We are closed on weekends. During regular business hours and weekends you can leave non-urgent messages or talk to staff during business hours. If your situation requires more immediate attention, do not leave a message but go to the nearest emergency room, or please call Westmoreland County Crisis line at 1-800-836-6010 (if you live in Westmoreland County) or Allegheny County Crisis Hotline at 1-888-796-8226 (if you live in Allegheny County).

Y N N A Confidentiality

To promote a feeling of safety in the disclosure of personal information, clients are expected to respect the privacy of others. This includes names, circumstances, and people's presence in our office. Any breach of confidentiality will be addressed with the patient immediately. The current HIPAA law also prohibits clinicians from divulging information to non-authorized parties. In keeping with accepted medical guidelines for determining optimum treatment direction, we utilize multi-disciplinary treatment team approach within our own office. During these meetings, identifying information is kept at a minimum. Outside of concern for your own or another's welfare, your written consent will be necessary in order to share information with anyone outside of our office. If you present a danger to yourself or others, we have a legal and ethical responsibility to protect you or targeted victims by contacting police, family members, and targeted victims.

Y N N A Termination

If you have not been seen for an appointment for 90 or more days and this is not part of your treatment plan, you will become an inactive patient. This means that your case will be closed and you will be discharged from our care. If you need assistance finding alternate providers, please contact us at 724-468-3999. You can also contact your insurance carrier for assistance in obtaining another provider within your network.

Y N N A Prescriptions

- Please bring all prescription bottles to each of your medical appointments with the doctor or nurse.
- Please make an appointment for a week or two prior to running out of your medications to ensure you can continue to take your medication without interruption. We will not be able to refill a medication without you having an appointment scheduled with the physician.
- When you call for a refill, please have the following information:
 - Your name with spelling
 - The medication name with spelling
 - The dose of your medication
 - The schedule you take your medicine (i.e., twice a day or at night, etc.)
 - A phone number where you can be reached
 - A pharmacy phone number/name
- To ensure that you do not have interruptions in your medication schedule, please call and request refills one week prior to running out of your medications.
- Please allow at least 2 business days for refill request to be filled. Please call your pharmacy to check when it's ready to pick up. Please be respectful of the medical staff's time by not requesting same day refills. Urgent requests for refills the same day may not be honored.
- Enough medication will be phoned in until your next appointment. If you are past due to be seen, you may get less than a thirty-day supply to ensure you attend your next scheduled medical appointment.
- Please note there are no refills by phone for Suboxone or scheduled II medications; all Suboxone prescriptions must be obtained in person during your medical appointment.
- Please note, no replacement prescriptions or early refills for Suboxone or controlled substances will be allowed.

Y N N A Medical/Medication Concerns

- The clinical staff at S'eclairer is here to help you with concerns that cannot wait until your next medical appointment.
- When you call with a concern, please leave your name and a phone number where you can be reached for a return call.
- Calls will be returned within 1-2 business days. If you leave a number where you cannot be reached in person, the S'eclairer nurse/clinician may not leave a message if there are confidentiality concerns. If you do not hear back from the clinical staff in 1-2 business days, please place another call to the office.
- At times, it may be suggested that you schedule your appointment with the doctor to an earlier day or time if your clinical symptoms warrant more attention and problem-solving than can be done over the phone.

Y N N A Paperwork

- Paperwork (legal or medical letters or forms) are completed at the discretion of the medical staff and applicable fees apply.
- Request for records to life/disability insurance company, attorney, or other party other than patient are according to Act 26, our office policies and other applicable laws.
- All requests for completion of forms must be accompanied by an authorization to release information to the party to whom you are requesting the papers to be sent. NO forms will be sent without proper release. Failure to have this release accompanying your request may delay the completion of the request.
- Paperwork will be completed within 10 business days of the request.



T: 724-468-3999 seclairer.com F: 724-468-0039

Y N N A Labs

- Our clinical staff will review laboratory test results.
- A letter will be sent to you within 10 business days of receiving the results.

This letter will be accompanied by your lab results to share with your doctor, as indicated

- Please note and follow the direction on the letter accompanying your lab work.
- If you do not hear from us in a timely manner about your lab work, please call the office to inquire about the lab report results, as sometimes our office may not have received or misplaced your reports. Your call can ensure that such error can be timely rectified

Y N N A Suboxone and Subutex Treatment Agreement

S'eclairer clinical staff would like to extend the best clinical care for your recovery, as well as foster consistent and sustained growth. In order to promote healthy recovery, a spectrum of services will be utilized. Medication management is one of these services. Individual Counseling sessions are the key ingredient of effective treatment. You will be required to receive individual counseling sessions within the same scheduling guidelines as your medication management. Once you have reached the medication maintenance phase of your treatment, your individual counseling session will be at a minimum of once per month as a maintenance schedule.

Every effort will be made to match your counseling needs with a therapist at S'eclairer. You must meet with a counselor at S'eclairer even if you are in treatment with a counselor elsewhere. If you miss a counseling appointment at S'eclairer, you must attend a counseling session prior to receiving further Suboxone prescriptions. In addition, you may be required to meet with a counselor who is not a provider under your insurance. In such a case, you will be responsible for paying the counseling session fee. Random urine drug screenings will be completed as deemed clinically necessary by clinical staff. You will be responsible for paying the urine drug screen fee. Please understand the urine screen is apart of your treatment plan, failure to meet with these requirements could lead to discharge from this office.

Y N N A Insurance Waivers

Included in many treatment plans is counseling sessions that are not always accepted by your insurance provider. You will be responsible for the full fee at the time of your appointment.

Y N N A Communication

S'eclairer offers many educational and learning opportunities over the course of the year. These include but are not limited to Family Night, Workshops, Seminars, Celebrating Recovery and Wellness retreats. Should you wish to be informed about these exciting events, please indicate by checking the following:

- Please email me – My email address is _____
- Please send me newsletter and/or other relevant mailings to my home/work address
- NO – Do not contact me.

Check our website at seclairer.com for updates. We are continually striving to refine our practice to better suit your needs. If you have a comment about what we are doing well or could improve, please complete our feedback survey and drop in comment box.

Privacy Notices

The clinical staff along with all patients must know and acknowledge the privacy acts set forth by the HIPAA law. By signing this packet you are acknowledging that you not only understand the HIPAA law, but you understand all that if required of you during your treatment here at S'eclairer.

Patient Signature

Date

Witness / Staff Signature

Date

Emergency Contact Information

Medical Conditions: _____

Emergency Contact Name & Phone Numbers: _____