

Lifeline 2 Wellness, A Nursing Corporation
901 Dove Street, Suite 299, Newport Beach, CA 92660
Jacqueline D Bredehoft, MSN, PMHNP-BC

Office & Privacy Policies

Concierge Psychiatry

My practice follows a Direct Care model of Psychiatry, or Concierge Psychiatry and I do not involve insurance companies directly in your treatment. This model of practice incorporates a higher level of attention and care, a more direct nurse practitioner-patient relationship, and an increased level of privacy. I do not submit claims to your insurance company for payment, and do not receive any payments from insurance companies for psychiatric services rendered. I am not able to accept any patients who have Medicare at this time.

Why Concierge?

I believe you are worth it! You are priceless, and your very existence is perfect proof of that.

You deserve to receive care that is individualized, holistic, compassionate and complete.

I believe you are a miracle! Endowed with the capacity to heal, that you may fully express your true essence, uniqueness, and purpose and live a life of joy, success, and fullness.

You are worth investing in yourself and receiving extraordinary care and treatment.

Office Hours

Office hours are by appointment only, on Mondays and Thursdays, and afternoon Wednesdays.

Consultation and Appointment

Phone Consultation Concierge service only

- Four 15-minute consultations/check-ins per year to be used at your discretion. These expire annually.

Consultation-Only Appointments

One-time consultation for a second opinion does not constitute the development of a working nurse practitioner-patient relationship, nor form a treatment agreement. Any discussion that Jacqueline D Bredehoft, PMHNP-BC has with you does not constitute direct medical advice, since she is not your treating psychiatric provider.

The fee for a one-time consultation is \$375.00

Initial Evaluation/Consultation appointment

Is a 60-90 minute session and includes the psychiatric evaluation of symptom concerns, a review of your patient questionnaire, other concerns you may have, a discussion of a treatment plan specific to your needs, a brief review and assessment of your nutritional and health status, and educating you about your diagnosis and treatment options available; which may include medication, alternative treatments such as supplements, and the implementation of a functional nutrition approach.

Please be prepared to provide proof of identification with a license or valid picture ID.

**Established clients of the practice who have not been seen for 12 months will require a one-hour appointment and will be charged accordingly.*

Follow-up appointment

Is a 30-45 minute appointment to review how you are doing on your treatment and includes brief therapy/counseling.

I am *not* available for **emergency consultations**. If you are experiencing a life-threatening emergency or require emergency care, please **call 911** or proceed to your nearest emergency room.

Tele-psychiatry appointments

Phone, Skype and Face-time (with signed consent only) are provided for the client who is unable to get to the office. These are 30-45 minute appointments. A client consenting to this type of appointment understands that Skype and Face-time is a peer-to-peer communication option by which calls are routed through unregulated computers. Although Skype and Face-time provide 256-bit encryption and are considered sufficiently secure by computer industry standards, it is unknown how secure and private the communication will be.

To minimize security concerns, the client is advised to conduct all **Tele-psychiatry appointments** including phone, Skype and face-time in private. Your clinician always conducts Tele-psychiatry/Skype/Face-time or phone appointments in private.

Tele-psychiatry appointment allowance:

- **Phone appointments** – 1 per year.
- **Skype/Face-time appointments** – 2 per year.

**Your signature indicates your understanding of and consents to Tele-psychiatry/Skype appointments at your request. Sign _____ Date _____*

Texting and Emailing (with signature consent only)

Clients communicating with me via text or email understand this method of communication is unsecured and therefore not HIPAA compliant. Therefore, communication should be short and concise. If I determine your concern is best served in person, I will inform you immediately and will make every effort to accommodate you as soon as possible.

**Your signature indicates your understanding of the above statement and your consent to communicate via text and/or email. _____*

Scheduling appointments

You are strongly encouraged to schedule your follow up appointment at the end of the current appointment to ensure you can be seen when requested. In the event this is not possible, you can **call or text 714-497-3307, or email info@jacquelinebredehoft.com** which is a secure, HIPAA compliant email, to schedule.

If leaving a message via text or voicemail, include your preference of date and time. I will respond to your inquiry within 24 hours of your call to verify and confirm your request. I do not recommend requesting an appointment via email because emails may end up in junk-mail and can be missed.

Requesting appointments is best by text as I am able to respond to those quicker.

Regarding Refills

- **I do not** respond to pharmacy calls requesting refills, or to faxes requesting auto-refills.
- I provide you with sufficient refills on your prescription to last you until your next scheduled appointment. It helps to verify your pharmacy has noted the correct number of refills I prescribed on your prescription bottle before leaving the pharmacy.
- If you need a refill because of a missed appointment, please schedule an appointment to be seen within 14 days, and I will provide you with a 14-day courtesy refill.
- You may call, text, or email me for the 14-day courtesy refill, providing me with your date of birth, prescription information, and pharmacy number.

I DO NOT phone in refills for controlled substances.

Refills for any controlled substance are given only at your face-to-face appointment.

***SPECIAL SERVICES ***

Disability forms, Prior Authorizations, Letters

Concierge Service Plan:

Prior Authorizations: No charge.

Disability Forms: No Charge.

Completed after second appointment

Letters: No Charge.

Conventional Payment Plan:

Disability Forms: \$25.00 per page

Completed after second appointment

Prior Authorizations: \$25.00 per prescription

Letters- \$25.00

*There is no charge for telephonic communications lasting less than 10 minutes, with your insurance, or employer for disability continuance.

*Calls lasting greater than 10 minutes incur a fee of \$87.50 every 15 minutes.

Other Policies

- **Please be aware, this office does not make reminder calls.**
- Please provide 24 hours cancellation notice to avoid losing your appointment time.
- Concierge Plan:
 - Missed appointments cannot be made up.
 - If you arrive late to your appointment, you are not allotted extra time.
- Conventional Plan:
 - Missed appointments or same day cancellations
 - Are charged \$175.00; the full appointment fee.
 - If you arrive late to your appointment, you are not allotted extra time.
 - Arriving more than 15 minutes late to your appointment will cause you to lose that appointment.

Payment

- Accepted payments are cash, credit or debit card.
- Is made at time of service.
- **Please No Checks.**

Insurance

The practice **does not** bill insurance or Medicare. Patients on Medicare cannot bill Medicare for reimbursement.

For private insurance reimbursement, I will, upon request, provide a Super-Bill for you to submit for direct reimbursement.

A Super-Bill does not guarantee reimbursement.

Termination of Treatment

The goal of Lifeline2Wellness is to provide an environment in which the client is empowered to achieve wellness through caring and professional guidance. This is a partnership between patient/client and clinician and as in any relationship, there are boundaries that need to be kept and when broken, end the working relationship.

Termination of treatment occurs if Client:

- **THREE (3) NO SHOWS IN A ROW**
- **NOT ADHERING TO TREATMENT PLAN AS DISCUSSED**
- **ATTEMPTING TO MODIFY OR ALTER A PRESCRIPTION**
- **ONGOING DISRUPTIVE OR RUDE BEHAVIOR TOWARD THE CLINICIAN.**

As a courtesy, I will provide you with a prescription for a thirty (30) day supply of treatment if you choose to transfer your mental health care to another provider. I advise scheduling an appointment with your new prescriber before you run out of medication.

Fees

Lifeline 2 Wellness is currently a solo private practice with Jacqueline D Bredehoft, PMHNP-BC as the sole provider of mental health, psychiatric, and coaching services. Services are provided using the Concierge model, which provides you, the client with a comprehensive and holistic treatment plan that is client centered and personalized according to your individual need. An alternate Conventional appointment model is also available.

Please see the fee structures as described below.

Annual Concierge Service Fee:

- \$1400.00 if paid in 3 installments within 60 days (\$600, \$400, \$400)
- \$1295.00 if paid in full in 1 payment
- **All Payments are made to Lifeline 2 Wellness**

<i>Yearly Concierge Fee is \$1400 if made in 3 payments.</i>		
<i>Based on comparable hourly rate of \$350.00</i>		
<i>Type of Service</i>	<i>Appointment length</i>	<i>Fee</i>
Initial psychiatric diagnostic evaluation or *one-time consultation	~60-90 minutes	\$350.00 / *\$375
Medication management w/ psychotherapy – office or tele-psychiatry	~30-45 minutes	\$175.00

Concierge service provisions include:

- Individualized attention
- Personalized treatment plan
- No insurance involvement
- Initial evaluation lasting 60-90 minutes
- Six (6) follow up w/brief therapy appointments yearly lasting 30-45 minutes each session
- Reduced fee for extra sessions requested during year of concierge service membership- \$135.00
- (4) 15-minute phone consultations **annually**
- Prior authorizations at no extra cost
- Letters, Disability forms at no extra cost
- Monitoring of blood work
- Collaboration with your other health care providers
- Genetic testing upon request
- Accessible via phone, email, text (preferred) daily until 9 pm
- Appointments easily scheduled
- After hours or Saturday appointments as available

- Clients already established with the practice receive (8) 30-45 minute follow up w/brief therapy appointments per year

- **Please initial and date if choosing Concierge Plan**

Initials

Date

Conventional appointment services:

- Individualized attention
- Personalized treatment plan
- No insurance involvement
- Initial evaluation lasting 60 minutes
- Follow up appointments lasting 30 minutes
- Appointments easily scheduled
 - **Please initial and date if choosing Conventional appointment services**

Initials

Date

Office Policies:

I have read and understand the above office policies and by signing and dating, agree to the stipulations.

Print Name

Date

Signature

Date

Witnessed by

Date

Coaching, Counseling, Grief Recovery counseling and EMDR therapy are available. Please inquire about details if interested.

