

1. Appointments and Cancellations

- Appointments must be scheduled in advance through the office staff.
- Appointments can be scheduled by calling the office at 732-784-8272 or by emailing contact@risingswellmentalhealth.com. Office hours are Monday through Friday 10:00 AM to 4:00 PM excluding holidays.
- Appointments may be scheduled outside normal business hours, so there may not be office staff available to answer calls or respond to emails. If there is an emergency, please call 911 or go to your nearest emergency department.
- If you need to cancel or reschedule, please provide at least 48 hours' notice. You may cancel via phone or email. Voicemails and emails are time-stamped and acceptable forms of cancellation.
- Cancellations within 48 hours of the appointment will incur a cancellation fee of \$200 for initial appointments and \$150 for follow-up appointments. The same fee applies if a patient does not attend a scheduled appointment (no show).
- No-shows without prior notice may result in termination of services.

2. Fees and Payment Policies

- Payment is due at the time of service unless prior arrangements have been made.
- We accept a variety of insurances, and fees are determined by your insurance carrier. We verify benefits prior to your appointment, but costs may change based on your insurance.
- Patients whose insurance plan has a deductible will be responsible for all charges until their deductible is met, as per their insurance plan. The fees are determined by your insurance company and vary depending on the plan and services rendered. We do our best to provide estimated costs of visits and recommend patients contact their insurance company with any questions regarding costs and coverage.
- It is the patient's responsibility to keep insurance information up to date. Please notify the office immediately if your insurance plan changes for any reason. If appointments are attended and the insurance plan is no longer active, the patient will be responsible for all fees associated with the appointment at the self-pay rate.
- You must keep a credit card on file at all times, which will be utilized for processing co-pays and other fees associated with your care, including no-show and cancellation fees. By signing this agreement, you are giving Rising Swell Mental Health LLC approval to charge the card on file.
- Any outstanding balances must be paid before scheduling future appointments. Failure to pay balances will result in cancellation of future appointments and may lead to termination of care.
- Out-of-Pocket Rates: Initial Evaluation - \$350; 45-minute follow-up - \$225; 30-minute follow-up - \$150.
- Self-pay patients must also keep a credit card on file but may opt to pay via another payment form (i.e., cash or check) at the time of appointment if in person.

- Please note that requests for letters or completion of forms require 7-10 days for completion. We will do our best to reply as soon as possible. Forms to be completed will incur a \$25 fee.
- Returned checks will incur a \$35 service charge plus any bank-associated fees.
- Cancellation/No-show fees as listed above.

3. Medication Management

- Medication prescriptions may be provided during scheduled appointments.
- Requests for medication refills require at least 48 business hours for processing. (Please be aware, we are closed on weekends and holidays.)
- We recommend requesting refills 5 days prior to running out of the medication if using a local pharmacy and 7-10 days if using a mail order pharmacy.
- It is your responsibility to inform your provider of any side effects or concerns regarding prescribed medications.
- By engaging in treatment, you agree to be compliant with medications and take them as directed. We recommend contacting your provider if stopping a medication as some medications may cause significant side effects if stopped abruptly.

4. Controlled Substances

- If you are prescribed a controlled substance, please be aware that some medications can only be provided in 30-day increments, and you will need to request a refill every 30 days.
- If prescribed a controlled substance, you will be required to attend at least one in-person session a year to maintain the prescription. If your first appointment is virtual, and you are prescribed a controlled substance, your next appointment will need to be in-person. This is not only office policy, but guidelines set by the DEA. These guidelines are subject to change based on DEA regulations.
- If prescribed a controlled substance, you are subject to random urine drug screens at the discretion of your provider. Failure to comply with these requests, or results that are of concern to the provider, could lead to discontinuation of the medication.

5. Minors and Custodial Agreements

- Minors of divorced parents that present for an appointment must have the consent of both custodial parents to be treated.
- We assume that by scheduling the appointment, both parents are in agreement with treatment.
- It is the responsibility of the parent to make sure that they have the legal right to make medical decisions regarding their child and our services.
- If necessary, a custody agreement shall be provided.

6. Legal Matters

- Evaluations and treatment are provided to offer care to the patient. They are not intended to be utilized in legal matters.
- Providers of Rising Swell Mental Health LLC will not engage in legal matters, including custody disputes, disability claims, or court testimony.

7. Emergency and After-Hours Care

- This practice does not provide 24-hour emergency services. Office Hours are 10:00 AM to 4:00 PM, Monday through Friday, excluding holidays.
- If you are experiencing a mental health crisis, please call 911, go to the nearest emergency room, or contact a crisis hotline.
- Routine matters will be addressed during regular business hours.
- Emergency Resources:
 - Lifeline - 988- 24-hour line National Suicide Hotline.
 - NJ Hopeline - 1-855-654-6735 - 24-hour line for individuals experiencing a mental health crisis or suicidality.
 - Mobile Response - 1-877-652-7624 - 24-hour line for children and adolescents experiencing emotional or behavioral crisis.
 - Psychiatric Emergency Screening Services (PESS) - 866.904.4474 - 24-hour line for those experiencing a mental health crisis.
 - Access Line - 1-844-276-2777 - For individuals who are seeking treatment for substance abuse issues.

8. Treatment Compliance

- Active participation in your treatment plan is essential for successful outcomes.
- Repeated noncompliance with treatment recommendations, failure to attend sessions, or engaging in inappropriate behavior may result in termination of services. Inappropriate behavior includes but is not limited to abusive or threatening language, harassment, or disruptive conduct directed towards office staff, providers, or other patients. Respectful communication and cooperation with office staff and providers are expected at all times to maintain a professional and supportive treatment environment.

9. Termination of Services

- Either party may terminate the therapeutic relationship at any time.
- We will provide appropriate referrals if termination is deemed necessary.
- If you miss multiple consecutive appointments without notice, we may assume you have discontinued treatment.

10. Privacy and Confidentiality

- All patient information is kept confidential and is protected under HIPAA regulations.
- Information will only be shared with your consent, except in cases where disclosure is required by law (e.g., risk of harm to self or others, suspected child or elder abuse).
- We may share information with your insurance company for billing purposes or with other healthcare providers involved in your care if necessary.

11. Telehealth Services

- Telehealth services are available for patients who prefer or require remote appointments.
- Telehealth appointments are conducted via a secure platform to ensure privacy and confidentiality.
- By participating in telehealth services, you agree to use a private and secure location for your sessions to protect your confidentiality.
- If prescribed controlled substances, in-person appointments will be required.

12. Communication and Technology

- Communication via email or text is not considered secure. If you choose to communicate with us via these methods, you acknowledge and accept the risks.
- We recommend discussing sensitive information during appointments rather than via email or text.
- You may securely contact your provider through our patient portal at <https://mentalhealthchart.com/login>. We do not utilize Headway Messaging.
- It is your responsibility to update your contact information to ensure you receive communications from our office.

Acknowledgment and Consent By signing below, I acknowledge that I have read, understand, and agree to the policies outlined above. I consent to participate in psychiatric treatment under these terms.