



*Dr. Poonam Khanna, D.O.
Child, Adolescent & Adult Psychiatry*

MINDS
that **MATTER**

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Policies and Procedures Agreement

Effective date of this Agreement is January 30, 2016

Welcome to Minds that Matter, the office of Dr. Poonam Khanna, D.O. I founded Minds that Matter in Overland Park in order to broaden my outreach in the Kansas City community and to help those who face emotional and behavioral changes. Minds that Matter provides care to overcome your unique challenges and begin healing. I believe that it is important that you are given the time and opportunity to carefully examine the challenges you are facing – instead of pushing the problems aside. Our office is warm and welcoming for kids, teenagers, and families, and it's a comfortable space where you will receive personalized attention. This Agreement contains important information about my professional services, and clinic policies and procedures. Please review it carefully. If you have any questions please bring them up at your appointment so they can be discussed.

Areas of Treatment:

As a board-certified physician in both Child and Adolescent Psychiatry and Adult Psychiatry, I have the specialized skills and knowledge to diagnose and treat a wide range of problems. I have extensive experience in the treatment of Mood Disorders, including ranges of depressive disorders, Major Depressive Disorder, Bipolar Mood Disorder, and suicidal thoughts; of Anxiety Disorders, including General Anxiety Disorder, Post Traumatic Stress Disorder, Panic Disorder, School Phobia, Social Phobia, Specific Phobias, and Obsessive Compulsive Disorder; of Disruptive Disorders; of Attention Deficit Hyperactivity Disorder (ADHD) and Attention Deficit Disorder (ADD); of Child Disorders, including Pervasive Developmental Disorder and Asperger's Disorder; of Psychosis; and of Adjustment Reactions in high functioning

individuals who face challenges in their school, work, and/or personal lives. Once a full evaluation has been completed, I will provide you with initial diagnostic impressions and treatment options. If medication is warranted as an appropriate treatment option, I will also be able to prescribe and manage your medications.

Services and Appointments:

At your first visit an evaluation will be conducted. For children the new patient evaluation is 80 minutes, and for adults the new patient evaluation is 50 minutes. It is sometimes necessary for the initial evaluation to take part over

several weeks. This is determined on an individual basis, and will be discussed during the first visit. Once a full evaluation has been completed, I will provide you with initial diagnostic impressions and treatment options.

A follow up visit will be scheduled usually between four to six weeks after the initial evaluation. Follow up appointments of 50 minutes and 25 minutes are available. At first, your follow up appointments will be relatively close together, between four and six weeks. I like to have a close follow-up with my patients, especially if medication is involved. Once you and I have agreed that things are stable, the follow up appointments can be more spread out and less often. Even if its agreed that things are stable, I require patients to be seen for a follow up appointment at least once every three months so their treatment can continue to be monitored and followed. The frequency of follow up appointments is determined on an individual basis and will be discussed with you at your appointments. Please note additional appointments may be scheduled as needed.

Treatment of a minor will only be provided with the consent of a parent or legal guardian. For appointments, it is important for minors to be accompanied by a parent or legal guardian. No prescription changes or refills will be given without the consent of a parent or legal guardian.

I am a private psychiatrist and offer care that is personalized for each patient. I do not follow treatment regimens or programs that are dictated by insurance companies, and I do not participate in any insurance panels. Therefore, my practice is strictly fee-for-service only. I am considered an out-of-network

provider. If you wish to seek reimbursement from your insurance company, we will be happy to provide you a receipt that you may submit to your insurance company. Payment in full is due at the time of service. Minds that Matter accepts check, credit card (Discover, Mastercard, or Visa only), or exact cash. Returned checks are subject to a \$35 fee in addition to the amount of the check. Please note returned checks and outstanding balances may be subject to prosecution under the law of the Johnson County Attorney's office.

Emergency/After Hour Services:

If you are calling after hours, you will be directed to an automated answering service. Please follow the prompts as directed.

If there is an emergency or crisis situation and you are in need of emergency services, call 911 and proceed to the nearest hospital emergency room for care. If there is an emergency that cannot wait until the next business day, you may call my office number and the automated answering service prompts will provide you an option for how to contact me or the on call physician. This option is reserved for emergency or crisis situations only, and does not apply to refill requests or appointment scheduling issues.

Cancellation Policy:

Late Arrivals

Once an appointment has been scheduled, you will be expected to keep that appointment. Appointment slots are not double booked. Please be on time for your appointment, for that time slot has been reserved especially for you. If you arrive more than 10 minutes late for your appointment, you may be asked to reschedule. If you arrive 15 minutes late for your appointment, you will definitely be asked to reschedule. Appointments are charged in full for any late arrivals.

Cancellations and rescheduling

Appointment cancellations and rescheduling require a 24-business hour advance notice; business hours are considered weekdays and exclude holidays. Late arrivals, late cancellations, or missed appointments are charged in full, on

the day of the missed appointment and before another appointment may be scheduled.

Reminder calls

Reminder calls for appointments are a courtesy service and should not be depended upon. If you do not receive a reminder call and you fail to make your appointment, the appointment is charged in full, on the day of the missed appointment and before another appointment may be scheduled.

Medications:

As part of my services I am able to prescribe medication and provide medication management. However, I will only prescribe medication if it is warranted. If medication is warranted as an appropriate treatment option, you will be provided with the Use of Medication for Treatment Agreement. The Use of Medication for Treatment Agreement outlines the conditions I require of all my patients when I prescribe medication and provide medication management.

Duplicate prescriptions are subject to a \$10 fee; this fee is due prior to receiving the prescription.

Privacy and Confidentiality:

Confidentiality is protected by law and is the cornerstone of appropriate mental health care. My policy, and the policy of Minds that Matter, is to maintain strict confidentiality. Once you become a patient of mine, you will be provided with the Notice of Privacy Practices for Protected Health Information. The Notice of Privacy Practices for Protected Health Information describes ways in which my practice may use and share your protected health information. It also describes your rights and certain obligations my practice has in regards to the use and sharing of your health information.

Request of medical records by any party are subject to a copying fee of \$35; this fee is due prior to the release of your records. Please allow 14-28 days for the completion of all records requests.

Contacting Me:

The best way to get answers to your questions is to schedule an appointment. Routine and treatment questions should be limited to your scheduled appointments; during this time your questions and concerns will be fully explored. Office hours are subject to change. If you are calling during regular office hours, my assistant will be available to take your calls. She will take down any questions or comments you may have, and then discuss them with me when I'm not with patients and/or when I'm available. She will then call you back with my response. This allows me to handle my practice efficiently, and in the most appropriate manner. If she is not able to answer your call, please leave a message with your questions or comments and she will return your call as soon as possible. Most phone calls or messages are returned the same business day or within 24 business hours.

Frequent and/or lengthy phone calls, such as phone conversations exceeding 10 minutes, will be treated as an appointment time and will be charged accordingly for the additional time and effort.

Use of Medication for Treatment Agreement

Effective date of this Agreement is October 1, 2014

The prescribing medication and medication management are services Dr. Khanna is able to provide to her patients. The role of medication for treatment is taken very seriously; and Dr. Khanna will only prescribe medication if it is warranted. This Agreement outlines the conditions in which Minds that Matter requires of all patients when medication is prescribed or managed by Dr. Khanna. Please review it carefully. If you have any questions please bring them up at your appointment so they can be discussed.

If you have agreed to use medication as part of your treatment, then it is your responsibility to comply with the following:

- * You must have an active patient status with Minds that Matter, and are required to regularly schedule and attend appointments. Follow up appointments are needed to monitor your medication and are dependent upon your progress and functioning.

- * Medication is only part of your treatment, and other services or forms of treatment may be required. You are expected to follow through with referrals and participate in the recommended services, which may include counseling or therapy, medical assessments, drug screenings, other laboratory requests, and EKG requests.

- * If you do not fully understand the information communicated to you about your medication, you are to ask for clarification prior to starting the medication. Prior to starting a medication you will be informed of the reason for prescribing, the benefits expected, and the potential risks or side effects of its use. When starting a medication or when there is a dosage change you will be given detailed instructions on how to take your medication, including the prescription dose, frequency, route, and duration.

- * You understand that finding the right medication for you will take some time and is often done through trial and error. Appropriate time will need to be given for each dose of medication so that the efficacy and safety of that specific dose can be fully assessed. This will also allow for better avoidance of adverse side effects.

- * You understand that medication changes, such as an increase in dose or start of a new medication, will only be discussed and decided upon during your appointment time. Medication changes will not be made over the phone. If a medication change is appropriate, a review of your vitals, laboratory results, and/or EKG results may be necessary.

- * You are to take your medication as prescribed. You will not make any changes to the dose, frequency, route, or duration of your medication. You understand that

certain medications require a taper schedule to be discontinued safely, and you will not stop any of your medications without prior approval and specific instructions from Dr. Khanna.

- * You are to call the office immediately if you are experiencing any side effects from your medication.

- * When requesting prescription refills, you are required to provide a 72 hour notice to ensure consistent and continued medication treatment. Prescription refills through mail-order require a 14 day notice. Authorization of a prescription refill request is only provided if you are due for a refill, as indicated in your patient chart and confirmed by your pharmacy. Prescription refills that cannot be called, faxed, or electronically sent into the pharmacy will need to be picked up from the office; proper photo identification is required. You are to use your appointment times to obtain your prescription refills; refills can only be obtained during regular office hours and do not constitute as an emergency or crisis situation. You are required to attend regularly scheduled follow up appointments to be eligible for prescription refills; refills will not be provided if you are overdue for an appointment.

- * For the ordering and pick up of all prescription medications, you are to use only one pharmacy. You will need to provide the office with the designated pharmacy's name, address, and phone number. This pharmacy, as well as other pharmacies, may be contacted to verify medication related information.

- * You are not to share your medication with another person, nor will you take another person's medication. You are not to take any prescription medications, yours or otherwise, that are not currently prescribed to you. The office must be informed of all medications you are taking, and you are required to continuously update that information should there be changes.

- * You are not to use illegal or street drugs, and may be required to abstain from alcohol. Using drugs or alcohol will impact your progress and functioning, and may negatively interact with your prescribed medications. Drug screenings may be requested to confirm that you are only taking your prescribed medications. In addition to the above, if you have agreed to use controlled substances as part of your treatment, then it is your responsibility to comply with the following:
- * You understand that even though controlled substances can be very useful, they can also have potential misuse, physical dependency, and addiction. Due to the potential abuse associated with controlled substances, the possession and use of controlled substances are regulated by local, state, and federal governments.
- * You are to maintain possession of your controlled substance medication and/or written prescription for the controlled substance at all times. The safeguarding of you medication is your responsibility. Your controlled substance medication or written prescription will not be replaced if it is lost, misplaced, or stolen. If theft occurs, information from the police report is required. Additionally, if you run out of medication early, due to not taking it as prescribed or unauthorized use by another person, your controlled substance medication will not be replaced or refilled.
- * You are not to give or sell your controlled substance medication to another person. Furthermore, you are not allowed to seek, request, accept, or take controlled substances from another person or provider while such medications are prescribed to you by Dr. Khanna. The only exceptions are if a controlled substance medication is prescribed while you are admitted to a hospital or with prior approval from Dr. Khanna.

You understand that a copy of this Agreement may be released to other providers and pharmacies involved in your care for the purpose of monitoring your medication and medication use. You also understand that any violations of this Agreement discovered by Minds that Matter, other providers, pharmacies, and/or hospitals will be reported. If there is concern that you have been involved in illegal activity pertaining to the use of your medication, appropriate law enforcement authorities may be contacted.

Violation of this Agreement may result in immediate taper and/or discontinuance of your prescription medication. Your treatment through Minds that Matter may also be terminated, immediately and permanently.

Notice of Privacy Practices for Protected Health Information

Effective date of this Notice is October 1, 2014

Confidentiality is protected by law and is the cornerstone of appropriate mental health care. The policy of Minds that Matter, and that of Dr. Khanna, is to maintain strict confidentiality. This Notice describes the ways in which Minds that Matter may use and share your protected health information. It also describes your rights and certain obligations we have regarding the use and sharing of your health information. The privacy practices outlined in this Notice are in compliance with the federal law known as the Health Insurance Portability and Accountability Act (HIPPA). Please review it carefully. If you have any questions please bring them up at your appointment so they can be discussed.

As your provider, we are required by law to adhere to certain obligations regarding your health information. We must:

- * Maintain the privacy of your protected health information.

- * Provide a notice of our legal duties and privacy practices concerning your health information.

- * Abide by the terms of the Notice currently in effect.
As the patient, you have certain rights regarding the health information we collect and maintain about you. You have the right to:
- * Request that we contact or communicate with you in an alternative or specific way. We will accommodate reasonable requests to ensure confidential communication.
- * Request to view, or to receive a copy of, the health information about you that is maintained in our records. We may charge a reasonable, cost-based fee for this request.
- * Request an amendment of the health information we maintain about you. Your request must be in writing and a reason must be given as to why you believe our records about you are incorrect. We may deny this request if the information was not created by us, if the information was not used to make decisions about you, or if the reason given is insufficient.
- * Request restrictions or limitations be put on the use and sharing of your protected health information for a given purpose or to a designated person(s). We will accommodate reasonable restriction requests, but are not required to honor the request.
- * Request a list of the disclosures we made of your protected health information. This list may not include all disclosures. The disclosures not available as part of

this request include, but are not limited to, those made to treat you, to coordinate your care in the office, to receive payment for the services provided to you, or those you approved through written permission. We may charge a reasonable, cost-based fee for this request.

- * Request a paper copy of this Notice at any time.

- * Request an inquiry of breach of confidentiality and/or file a complaint, should you feel your privacy rights have been violated. We cannot, and will not, penalize you for filing a complaint.

Minds that Matter will use and share your protected health information to treat you, to coordinate your care in the office, and to receive payment for the services provided to you. We may also disclose health information about you for appointment reminders, treatment alternatives, to your insurance company if you choose to seek reimbursement, and to individuals involved in your care. In addition, there are some situations in which mental health professionals are required by law to report or take action. Though these situations are rare, if deemed necessary your health information may be disclosed for the prevention of serious threat or harm to the health or safety of yourself and others; to report potential child, elder, or dependent abuse; for legal testimony if subpoenaed; or as required by federal, state, and local law. Unless we have written permission from you, via the ‘Consent to Release Protected Health Information’ form to do otherwise, your health information will only be used and shared following the terms of this Notice. All protected health information is kept secure in accordance with HIPPA guidelines and professional standards. Only trained staff may access your protected health information for their specific job duties.

- We reserve the right to update the terms of this Notice to reflect any changes in our privacy practices. The updated Notice will apply to all information we already have about you and any information we receive in the future. The Notice currently in effect is available upon request.