

## **The Bolt Group Office Policies and Practices**

*This document contains the Bolt Group office policies and practice. It includes the terms and conditions of the services provided. It also includes declarations of the rights and responsibilities of patients and the responsible parties who help pay for the services provided to patients. Please retain for your records.*

**Fees:** The Bolt Group is out of network for any insurance companies and patients and/or identified responsible parties are required to pay for services rendered. The Bolt Group's hourly rate is \$250. 90 minute intakes are \$375 and 30 minute Follow ups are \$125.

- **Payment is expected at the time of service.**
- Preferred payment methods are Venmo, Paypal or Zelle. Accommodations can be made for payments via credit card however there is a 4% convenience fee.
- Even if the patient's insurance company will reimburse the patient for part or all of the cost of care, the patient and/or responsible parties are still responsible to pay at the time of services rendered. If the patient or responsible party would like to request reimbursement from his or her insurance company, The Bolt Group can assist in this process, as further described in the document, "Patient Billing Form."

**Non-payment:** Patients and responsible parties should notify The Bolt Group if problems arise that impact their ability to pay for services rendered. The information for at least one valid credit card will be kept on file for each patient. If payment is not received **within 1 day** from the date of service, the credit card on file will be charged the outstanding balance including a 4% convenience fee. If a patient has an outstanding balance that cannot be paid, The Bolt Group reserves the right to terminate services and to refer the patient to other providers.

**Cancellations:** If a patient needs to cancel a scheduled appointment, The Bolt Group asks to be informed via email or text as soon as possible.

- **Initial intake appointments:** Cancellations more than 72 hours prior to the appointment will not incur a cancellation fee. Cancellations less than 72 hours prior to the initial appointment will incur a charge of 50% of the entire fee that would have been applied to the scheduled appointment. Cancellations less than 24 hours prior are charged 100% of the appointment fee.
- **Follow up appointments:** A 24-hour notice is required in order to avoid a fee of 50% of the appointment. After 2 late cancellations (less than 24 hours of notice) 100% of the appointment fee (instead of 50%) is charged.

**Missed appointments:** Missed appointments with no notification given to The Bolt Group, will be billed at 100% of the appointment fee.

**Confidentiality and privacy practices:** The Bolt Group is committed to protecting the privacy of patients, legal guardians (if applicable), and the people who help pay for the services provided ("responsible parties"). The Bolt Group abides by all applicable laws and regulations related to protecting patient privacy and the privacy of legal guardians and responsible parties. The Bolt Group takes the privacy of patients and the privacy of legal guardians and responsible parties

seriously. Information provided as part of services rendered to a patient is confidential except in the following circumstances:

1) **For treatment:** In order to provide and help coordinate care that meets current standards of acceptable medical practice, The Bolt Group will, at times, need to communicate and share information, including a patient's mental health information or information about responsible parties, with the patient's other health care providers. These providers include, but are not limited to, the following:

- a. the patient's psychotherapist(s) and/or counselor(s)
- b. the patient's primary care provider(s)
- c. other physicians, nurses, physician's assistants, nurse practitioners, and other health care providers who care for the patient
- d. the patient's pharmacy/pharmacies
- e. the patient's medical and/or hospital laboratory/laboratories
- f. the patient's social worker(s) and/or community care agencies
- g. hospital staff, if the patient becomes hospitalized.

2) **For payment:** Because The Bolt Group does not accept payments from insurance companies and therefore direct communication with insurance companies does not regularly occur. In some circumstances and at a patient's or legal guardian's request, The Bolt Group may communicate with the insurance company to support efforts in obtaining partial reimbursement for services provided or for medications prescribed. For example, many insurance companies will not pay for certain mental health services without authorizing the services ahead of time. In order to acquire prior authorization, The Bolt Group will typically have to submit information about the patient's care needs and prior treatments to the insurance company. Communications of this nature lasting more than 10 minutes per instance will be charged to the patient at the The Bolt Group's standard hourly rate.

3) **For friends, family members, and other social contacts who support a patient's health:** It may be important for a patient's friends, family members, or other social contacts to be informed about his or her health problems, health care providers, and current treatment(s), treatment plan options, treatment plan risks, and treatment plan benefits. At a patient's request and with the patient's or legal guardian's permission, The Bolt Group will provide information about the patient's mental health and mental health care to these persons. Although responsible parties help pay for a patient's care, The Bolt Group cannot release information about the patient's mental health and mental health care to a responsible party without the patient's permission. At a minimum, however, The Bolt Group asks the patient permit's communication to the responsible party the following information about each service we provide to him or her: date, time, type of service, fee, and amount of fee for which the party is responsible.

4) **For parents or legal guardians of minors:** Patients under 18 years of age are not legally entitled to the same confidentiality laws that apply to adult patients. The Bolt Group prioritizes the privacy of minor patients to optimize my work. While a patient's

parent(s) or legal guardian(s) will be informed about a minor patient's health problems, current treatment(s), treatment plan options, treatment plan risks, and treatment plan benefits. The Bolt Group typically does not reveal to parents or legal guardians the details of her psychotherapeutic interactions without the minor patient's permission unless necessary to do so to prevent harm (see 6 below).

**5) As required by law:** Local, state, and federal laws and regulations require the disclosure of private information in certain circumstances. The Bolt Group must abide by these laws.

**6) To prevent harm:** The Bolt Group is required by law and legal precedent to disclose private information if such disclosure will prevent or lessen a serious or imminent threat to the health or safety of a patient, another person, or the public. In such circumstances, The Bolt Group will generally be releasing private information to the police or another entity that is able to prevent or lessen the serious or imminent threat of harm. If The Bolt Group learns that a patient may seriously harm another person, they may be required by law and legal precedent to warn that person.

**7) To public health agencies:** Governmental public health agencies require physicians and medical providers to release private information about patients in specific circumstances, including to prevent or to control certain infectious diseases and food-borne illnesses, to mitigate child abuse or neglect, and to mitigate elder abuse or neglect. The Bolt Group must abide by these laws.

**8) To health oversight agencies:** As authorized or required by law, The Bolt Group may disclose private information to governmental and other agencies responsible for the oversight, regulation, licensing, accreditation, and auditing of health care services.

**9) For lawsuits and other legal actions:** The Bolt Group may be required to release private information in response to lawsuits, other legal proceedings, court or administrative orders, subpoenas, warrants, summons, or other lawful processes.

**10) With patient permission:** With a patient's or legal guardian's written permission, The Bolt Group may release the patient's mental health information to any other outside party. He or she may revoke this permission at a later time; however, The Bolt Group cannot retract any information that has already been released.

**11) Medical records vs. psychotherapy notes:** For each patient, a medical record is created that documents the services provided to that patient, including the following: dates and times for each encounter; type of services delivered; reasons for each encounter; history, examination, and diagnostic test results; risk and protective factors; assessments; diagnoses; treatment plan; treatment response; and billing and coding information (CPT and ICD coding). For individual and family psychotherapy patients, a separate set of psychotherapy notes may be created, which are used to document and analyze the psychotherapy work. In the interest of maintaining the privacy and confidentiality of psychotherapy, the privacy of these notes is protected to a greater

extent than medical records. Nonetheless, The Bolt Group may be required to release these notes in certain circumstances, including the following:

- 1) As required by law
- 2) To prevent harm to the patient, another person, or the public
- 3) To agencies responsible for the oversight, regulation, licensing, accreditation, and auditing of health care services.
- 4) In response to lawsuits, other legal proceedings, court or administrative orders, subpoenas, warrants, summons, or other lawful process.

**Medical information rights:** Although a patient's medical records are the property of The Bolt Group, the patient, legal guardian, and/or responsible parties have the following rights related to the patient's medical records:

- 1) *Right to inspect and copy:* With certain exceptions, a patient or legal guardian has the right to inspect and/or receive a copy of the patient's medical records. If the patient or legal guardian requests a copy of the patient's medical records, the patient and all other responsible parties will be charged, at the patient's doctor's standard hourly rate, for the time it takes to prepare the copies.
- 2) *Right to request an amendment or addendum:* If a patient or legal guardian believes the patient's medical records are incorrect or incomplete, he or she may ask The Bolt Group to amend the information or create an addendum to the records. This request must be submitted in writing that is dated, timed, and signed. The Bolt Group may choose to deny the request, particularly if the record in question was not originally created by The Bolt Group (e.g. copies of outside medical records or diagnostic tests that have been included in the record) or if she believes the medical record to be accurate and complete.
- 3) *Right to an accounting of disclosures:* Each patient or legal guardian has the right, in certain circumstances, to have a list of the people to whom The Bolt Group has disclosed the patient's mental health information. This request must be submitted in writing that is dated, timed, and signed. If a patient makes more than one such request in a 12-month period, the patient and all other responsible parties will be charged, at The Bolt Group's standard hourly rate, for the time it takes to create the list.
- 4) *Right to request restrictions:* Although, as listed above, The Bolt Group may release a patient's mental health information to (1) other providers, (2) payors (e.g. the patient's insurance company), and (3) friends, family, and social supports, the patient or legal guardian may request that such information not be released to specific individuals in these categories. This request must be submitted in writing that is dated, timed, and signed. The request must include what information he or she does not want released and to whom he or she does not want the information released. The Bolt Group is not required to comply with such a request, particularly if the request interferes with the patient's care, the law, the patient's safety, and the safety of others.
- 5) *Right to request confidential communications:* Each patient, legal guardian, and/or responsible party has the right to request that The Bolt Group communicate with him or her in a way that maintains his or her privacy. For example, he or she may request that voice messages only be left at certain telephone numbers, but not at others. This request must be submitted in writing that is dated, timed, and signed. The Bolt Group will accommodate all reasonable requests.

6) *Right to receive a copy of this information:* Patients, legal guardians, and/or responsible parties have the right to receive a copy of this document. This request must be submitted in writing that is dated, timed, and signed.

7) *Professional consultation and supervision:* The Bolt Group may receive professional consultation and supervision from colleagues with expertise relevant to the care of her patients including the collaborate psychiatrist. This may include psychotherapy supervision groups. The Bolt Group gives each patient or legal guardian the opportunity to decline in writing the disclosure of the patient's private information for the purpose of professional consultation and supervision. There is no penalty if a patient or legal guardian refuses to allow The Bolt Group to disclose private information for this purpose.

**Conduct outside the office:** To protect patient privacy, legal guardians, and responsible parties, The Bolt Group will not approach or greet her patients, the patients' legal guardians, or responsible parties if unscheduled interactions occur outside the office setting. Please do not be offended if The Bolt Group applies this policy to you; this measure is simply to ensure that your privacy is not violated.

**Care of minors (under 18 years of age):** To protect the safety of patients and their families, no minor may be left unattended in the waiting area. For patients under 18 years of age, a parent, legal guardian, or adult chaperone chosen by the parent or legal guardian must accompany the patient to the waiting area and be available in the waiting area 10 minutes prior to the expected end of the appointment. The Bolt Group must approve any absence of the parent, guardian, or identified adult chaperone from the waiting area during the appointment time.

**Communications outside the office:** If a patient, legal guardian, or responsible party needs to contact a provider at The Bolt Group outside of scheduled appointment times; he or she should send an email or voicemail. Email and voicemail Responses will occur within 2 business days. For emergent matters, particularly to prevent harm to the patient or others, 911 should be called or the patient should go to the nearest emergency department. In these circumstances, a patient or legal guardian may also try to contact The Bolt Group by cell phone, but should not wait for a return call in such circumstances before accessing emergency services via 911 or an emergency department.

There is typically no charge for brief email, text, or phone contact outside of scheduled appointment times; however, if an extended conversation (>10 minutes) is required, this service will be charged to the patient/responsible party at the standard hourly rate of the Bolt Group.

**Electronic communications:** Email and texting are not private forms of communication, but are more like a postcard that can be viewed by anyone with access to certain areas of the Internet and/or cellular system. Electronic communications should not be used for urgent or emergent matters, as The Bolt Group may not check email or text messages frequently enough to respond in a timely manner. If a patient, the patient's legal guardian (if applicable), and The Bolt Group agree to use electronic communications for routine issues (e.g. appointment times, medication

refills, etc.), a separate Electronic Communication Consent Form must be signed by the patient or the patient's legal guardian.

**Vacations and unavailability:** The Bolt Group will notify patients (and legal guardians, if applicable) of any periods of time that their providers will be unavailable due to prescheduled vacations. The Bolt Group may not be able to notify patients (and legal guardians, if applicable) of other unavailable times that is the result of urgent or emergent matters. If The Bolt Group providers are unavailable for any significant period of time, the voicemail system message will contain instructions on whom to contact for assistance in their absence.

**Termination:** A patient may discontinue care with The Bolt Group at any time. There is no fee or charge for discontinuing care. The Bolt Group reserves the right to discontinue services to a patient and to refer the patient to other providers, particularly in the following circumstances:

- (1) if the patient, legal guardian (if applicable), and/or responsible parties are unable to abide by the terms and conditions of these services as indicated in this document and in other documents signed by the patient, legal guardian, and/or responsible parties in pursuit of care with The Bolt Group;
- (2) if the patient and/or legal guardian (if applicable) is unable or unwilling to abide by the treatment plan developed between the patient and The Bolt Group; or
- (3) if the patient and/or responsible parties are unable to pay for services or care provided to the patient, as noted above.

**Changes to these policies and practices:** The Bolt Group reserves the right to change the policies and practices listed in this document, and to make the changes applicable to any information already provided. The patient, legal guardian (if applicable), and responsible parties will be informed in writing or electronically of any changes made.

**Questions and concerns:** If you have any questions or concerns about this document, please contact The Bolt Group.