



Office Policies and Patient Agreement

Thank you for making an appointment with us. To make sure you know our policies and procedures, please review the information below that outlines how we handle a variety of situations.

Using Health Insurance: In-Network Provider:

If we are an In-Network provider, we will bill your insurance and collect any co-payments and applicable tax (GET) from you at the time of service. Please note that some insurers in Hawaii pay the GET while others do not.

If you have co-insurance fees (usually a percentage of the total cost), we will bill you once we receive notice from your insurer what your share of cost is. Please contact your insurance carrier to determine the specifics of your coverage.

Please note that most insurance companies require that claims include your diagnosis, dates and modality of your treatment. Some plans may request additional protected healthcare information (PHI), such as treatment summaries. Protecting your privacy and the confidentiality of your treatment are crucial for psychiatric services. Please inquire and discuss with Mindful Wellness Maui LLC/Dr. Gladding if you have any questions or concerns.

Using Health Insurance: Out-Of-Network Provider:

If you have an insurance for which we are not considered a provider (i.e., not credentialed with the health plan), we will provide you with a "Superbill" that you can then send in to your insurance company to request reimbursement. You will be expected to pay the full rate for the appointment at the time of service.

Medicare: Please note that we are not Medicare providers. You will need to pay the private pay fees and sign an Advanced Beneficiary Notice before you can be seen (located on the website and Patient Portal).

Private Pay Fees:

For private pay (no insurance) patients, therapy sessions, consultations or other professional services are charged at a standard rate of \$300 per hour plus tax.

Initial appointments are scheduled for one hour and follow-up appointments vary from 20-60 minutes depending on the situation. We usually leave 5 minutes at the end of each session for paperwork, such that a 20-minute session usually is 15 minutes, a 40-minute session is 35 minutes and so on. All fees are prorated based on the \$300/hour base rate (except court appearances as the entire day of patients has to be cancelled).

- Initial/60 minute appointment: \$300
- 20 minute follow-up: \$100
- 30 minute follow-up: \$150
- 40 minute follow-up: \$200

Fees Not Covered by Insurance:

For all patients, the following fees apply regardless of insurance status as insurance does not pay for these services:

- Telephone calls and letters requiring more than 5 minutes: \$5 per minute
- Records review: \$5 per minute
- Court/subpoenas: \$2400 per day (not prorated)
- Late Cancel/No Show: Full fee for reserved time. Please see below for more details.
- Medical Records Requests: \$10 flat fee for first 25 pages, then \$0.25 per page
- Insufficient funds/returned check: \$25



Billing for Outstanding Balances

A bill will appear in your Patient Portal and a statement will be sent out if you have not paid at the time of service and/or we have received notice from your insurance company what your share of cost is. You may pay your bill with a credit card via the Patient Portal, or via cash, personal check or cashier's check.

If you do not pay your bill prior to the next appointment on the Portal or via other means, we will charge you any outstanding balances the time of your next visit with us.

Legal Involvement (Court Cases)

Our psychiatric treatment aims to support your therapy goals. Often, legal proceedings are looking for information that is not pertinent to treatment or for opinions that require very in-depth assessments. If you enter treatment with Mindful Wellness Maui LLC/Dr. Gladding, you agree to that our goal is your treatment, not to make a case or document anything specific into your medical record. We ask that whenever possible you not involve us or the details of your treatment in any legal or court proceedings. Please note that we do not provide psychiatric assessments or expert opinion for legal cases. If you do choose to subpoena Mindful Wellness Maui LLC/Dr. Gladding related to your treatment, the cost of appearances is a minimum of \$2400 per day as well as any preparatory time reviewing records at the standard rate of \$300/hour. Insurance will not cover these services.

Missing Appointments (No Shows) & Cancelling in Less Than 48 hours

Each appointment time you make is reserved for you. Therefore, if you miss the appointment, we will bill you for the time reserved. Similarly, if you cancel with less than 48 hours of notice, we will follow the same procedures. We will always try to fill your reserved time slot so that you are not billed. In all cases, we will look at extenuating circumstances and will not charge you for a genuine emergency or illness. Please note that insurance will not cover the cost of no-shows. Here is how we generally will handle no show appointments:

- Emergency: no fee
- Non-emergency, first missed appointment: 50% of the fee
- Non-emergency, subsequent appointments: 100% of the fee
- Miss 3+ appointments: discuss reasons for missing appointments, consider referring out to another provider

You agree to make reasonable efforts to avoid missing. However, if you do miss an appointment (whether or not the missed appointment will be charged), you agree to take responsibility to call to schedule another appointment to make sure your treatment is not interrupted

Running Late for Appointments

We will do our best to see you while being mindful of other patients who have reserved appointment times and to take into account extenuating circumstances. As a general rule, if you are more than 10 minutes late for a 20-minute session, 15 minutes late for a 30-minute session or 20 minutes late for a 45-60 minute session, we reserve the right to reschedule you and bill you for the cost of the missed session. If you are billed, we will follow the same guidelines as outlined in the No Show section. If there is a pattern of late arrivals, we will need to discuss whether you should be referred out to another provider and/or if there is a reason for the repeated late arrivals.

Rebecca Gladding, MD
Medical Director

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95 E Lipoa Street #209
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Prescriptions:

We follow safe prescribing practices which require all new prescriptions and medication refills to be filled via in-person office or telepsychiatry (HMSA service for follow-ups only) visits. We will not change medications over the phone or continue to refill prescriptions without seeing you regularly. **To ensure that you always have a supply of medication, you accept the responsibility of scheduling appointments well enough in advance to avoid running out.** Please also note that we do not fill prescriptions on weekends or holidays and require at least 72-hour notice for prescription refills.

Controlled Substances

Please note that we do not prescribe any stimulants (such as Adderall, Ritalin, etc) or opiates (suboxone) and only prescribe benzodiazapines and sleeping pills (Ambien/zolpidem, Ativan/lorazepam, Xanax/alprazolam, Klonopin/clonazepam, Valium/diazepam and others) on a short-term basis or to help you taper off the medication safely. We generally limit prescriptions to 14 day supplies per 30 days to avoid tolerance/dependence. If you are trying to taper off a benzodiazepine, we will work with you on that goal.

Hours/Part-Time Practice:

Mindful Wellness Maui is a part-time practice and its practitioners are not available every day for patient calls or appointments. We do our best to check the Patient Portal and to respond to refill requests regularly. Please see the website for details on current days/hours of operation.

Medical Record Storage

Brief notes are kept to organize your therapy/treatment and as required by law. They will be kept in a secure cloud-based, online medical record system called AthenaHealth. You will have access to part of your record and some helpful resources via the Patient Portal. Within limits discussed with you and limits noted in this treatment contract, information revealed in your sessions will be kept strictly confidential and not re-disclosed without your permission.

You may request that treatment information be released by filling out an **Authorization to Release Records** form, which is available in the Patient Portal. If printed records are needed, the Medical Records Requests rates above apply.

There are limited circumstances in which Mindful Wellness Maui LLC/Dr. Rebecca Gladding may be required by law to reveal information obtained during your therapy to appropriate authorities without your permission. These limited circumstances have been explained to you in detail as part of the **Notice of Privacy Practices**, relating to the privacy of your health information, and you have been offered a written copy.

What are my rights?

You have the right to decide to not receive treatment from Mindful Wellness Maui LLC/Dr. Rebecca Gladding, and, if you wish, you will be provided with the names of other providers or healthcare agencies.

You have the right to end your treatment at any time without moral, legal or additional financial obligation. *However, you understand that you may be asked to amend this right to allow for such time as is mutually agreed upon to appropriately bring your treatment to a safe and orderly end.*

You have the right to ask questions, as well as the right to refuse any part of your treatment. If you do refuse recommended treatments, we will need to discuss whether we can continue to provide you with the highest level of care and whether another provider would be more appropriate for you. You have the right to be informed of any unusual procedures, and to be advised of any known risks, in advance of the use of such techniques. You agree that you will not use any electronic recording of any kind during your sessions.

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When Dr. Gladding will be unavailable, every effort will be made to inform you in advance. If Dr. Gladding is unavailable, alternate coverage information will be provided.

Electronic Communications:

The best way to contact Dr. Gladding between sessions is via the Patient Portal as this is a secure form of communication that protects your health information. Additionally, messaging via the Portal is free of charge. Please note that phone calls may take up to 72 hours to be returned as we are not in the office every day.

The Patient Portal can be accessed via the Mindful Wellness Maui website. The Patient Portal is a secure messaging system that is part of your Health Record.

Please do **not** use **non-secured** email, texting or other online methods via social networking to contact us. If you send unencrypted message in these ways, you fully assume the risk that these communications are not secure and that Mindful Wellness Maui/Dr. Gladding may not receive them in a timely fashion. Such messaging compromises your confidentiality and may make the content become part of your legal medical record.

Consent:

Your informed consent to undertake psychotherapy or other psychiatric services with Mindful Wellness Maui/Dr. Rebecca Gladding involves a thoughtful review and discussion before you give your signed agreement to the conditions summarized in the relevant documents:

- **Office Policies and Patient Agreement** and the
- **Notice of Privacy Practices**

You may request a copy of any or all of these forms for your records.

By signing below, you acknowledge that you have read, understand and agree to the policies and procedures set forth above. You acknowledge you have received a copy of the Notice of Privacy Practices. You acknowledge that you have been given the opportunity to ask questions and have had them answered sufficiently for you to make a decision as to whether you would like to work with Mindful Wellness Maui/Dr. Rebecca Gladding. Additionally, your signature below indicates that you authorize payment of medical benefits to our office for services rendered and that you authorize Athena Health to download your medication history into your online medical record.

You are welcome to contact us at any time with any questions or concerns you have. We want to support you in taking care of yourself. We appreciate the trust you have extended in allowing us to assist you with your goals.

Signature of patient or legal representative

Printed name

Date