

#### Office Policies and Treatment Agreement

Welcome to our group practice, specializing primarily (but not exclusively) in Geriatric Psychiatry. Our goal is to help you (or your loved one) feel better, while realizing that no honest person can predict the future or guarantee an outcome. In order to work together successfully, we thought it would be helpful to spell out some guidelines:

#### 1. SCOPE OF PRACTICE/SERVICES:

Pelorus Elder & Behavioral Health is a group psychiatric practice, with services provided by psychiatrists, nurse practitioners, and physician assistants. Our medical director is Dr. Matthew Barnas. Our team assists patients with issues like memory loss, depression, anxiety, insomnia, weight loss, ADD, paranoia, delusions, hallucinations, impulsivity, and dementia with behavioral disturbances. We have experience treating individuals in hospital, residential, and office-based settings.

We also offer <u>TMS</u> (Transcranial Magnetic Stimulation), a non-invasive and non-medication treatment for depression not improving with medications. Should you be interested in seeing if you qualify, please fill out the questionnaire linked below and a TMS coordinator will be in touch with you.

https://phg9web.azurewebsites.net/PHO9/Survey/26865

Should you be interested in <u>psychotherapy only</u> (no medication treatment), we would be happy to refer you out to an appropriate practice.

For more information about our team of clinicians, please visit our website:

http://pelorusmemory.com/about/

#### 2. CANCELLATION AND NO-SHOW POLICY:

You (or your loved one) will receive the best benefit from treatment if you come to your appointments regularly. If you must cancel an appointment, this Agreement represents your promise that you will do so **at least 24 business hours in advance of your scheduled time**. If you do not cancel 24 business hours in advance, Pelorus Elder & Behavioral Health will need to charge you for a missed session, because your clinician will have reserved that treatment time for you and will be unable to use that time to see any other patient. A missed appointment cannot be billed to your insurance carrier, which means that **you will be responsible for paying a \$100 cancellation fee for the missed appointment**.

Pelorus Elder & Behavioral Health recognizes that emergencies or other unplanned events do arise that cannot be helped (transportation problems, illness, family emergencies, etc.), so **this Agreement allows you to cancel 1 appointment less than 24 business hours in advance within any 6 month period, without any charge to you.** If you cancel any more than that, you understand and agree that Pelorus Elder & Behavioral Health can bill you \$100 for each missed appointment.

We try very hard to accommodate our patients and see them in a timely manner; however, there is often a waiting list for individuals seeking treatment because of a limited number of available session times. Therefore, if you miss 3 appointments where you fail to give 24 business hours cancellation notice within any 12 month period, you may be dismissed from Pelorus Elder & Behavioral Health.

www.pelorusmemory.com



#### 3. **COMMUNICATION:**

#### **Contacting the Office**

You may contact our office during regular business hours, Monday through Friday, from 9:00 AM to 5:00 PM at 973-295-6335. We will be happy to help you with appointments, insurance questions, and clinical questions. Our clinicians make all reasonable efforts to respond to calls promptly. **Please note that our office is <u>not</u> staffed on weekends or holidays.** 

We always prioritize "Safety First", therefore:

\*\*\*\*If you are having an emergency and are unable to reach your clinician: please do not hesitate to call 911, or call or go to your local hospital's emergency room for immediate help, such as Overlook Medical Center's Crisis Center (908-522-3586), Morristown Medical Center's Crisis Center (973-971-5402), or RWJ University Hospital Somerset's Crisis Center (800-300-0628). The ER staff will contact us, while you are safely under the hospital's care.\*\*\*\*

During business hours, if you are routed to our secure voicemail, it means our team is occupied assisting other patients, and you should kindly leave us a detailed message so we can follow up with you as efficiently as possible. Non-urgent calls are usually returned within the same day, but at the latest, by the following business day.

When leaving us a message, please select the **appropriate option** from our voicemail system as follows:

- Psychiatry appointments and questions for your clinician, press 0
- Billing, press 1
- Refill requests, press 2
- Emergencies, press 4
- Raritan TMS, press **5**
- Cedar Knolls TMS, press 6

We ask that you please utilize the voicemail options listed above and leave your messages in the correct voice mailbox. Note that refill requests and routine appointment scheduling are *not* considered emergencies. If you leave your message in the *wrong mailbox* (such as a "refill request" in the Emergency mailbox), **it may cause a delay in our ability to respond.** 

If you are calling because of an emergency, press "4" and leave your message there. This emergency line is monitored 24 hours/day, 7 days/week. Your message will go directly to our clinician that is on-duty covering *emergency* calls. **This option is not for refills or routine appointments**.

#### **Emails**

Be aware that email is not a confidential means of communication. We also cannot guarantee that email messages will be received or responded to in a timely fashion. As such, **email is <u>not</u> an appropriate way to communicate very urgent or confidential information**. Dr. Barnas and our other medical providers do not email with patients or family, although our administrative team will email with patients for non-urgent issues like medication refills and appointment scheduling.

#### **Patient Outreach by our Practice**

A member of our team, or one of our automated systems, may contact you, or a designated representative, via phone call, text message, and/or email in relation to any services received from us, or any services planned to be received from us. This includes any billing items or appointment reminders.

575 Route 28 Building Two, Suite 2108 Raritan, NJ 08869

P: 973-295-6335

All Correspondences 14 Ridgedale Avenue Suite 103 Cedar Knolls, NJ 07927

Main Office /

195 Mountain Avenue CRCNJ Springfield, NJ 07081

www.pelorusmemory.com



#### 4. MEDICATION REFILL REQUESTS:

Please keep track of your medication supply. Kindly **email your medication refill requests**, with "Refill" in the subject line, to our staff at: office@pelorusmemory.com

#### In your email, please include:

- the patient's name and birthday
- dosage, strength, and instructions for the medication(s) which need refilling
- the name and phone number of your pharmacy

**Medications will be refilled within 2 business days,** so please give us enough advance notice. (If you do not use email, you can call our office at 973-295-6335 and leave the refill info in mailbox "2". Email is preferred, if possible).

\*\*Routine medication refills <u>will not</u> be phoned in by the emergency line clinician at *any* time, or by our admin staff during off-hours, weekends, or holidays.\*\*

#### 5. INSURANCE, BILLING, AND PAYMENTS:

This Agreement requires that you pay for each session you have at Pelorus Elder & Behavioral Health. If you have health insurance, your psychiatric treatment may be covered in whole or in part. Where applicable, we will bill the insurance company for you, but you are required to pay your co-payment and any deductibles involved. As a courtesy, we will check with your insurance carrier and make reasonable attempts to determine what you will need to pay at each session; however, we cannot guarantee that the information provided to us is correct, and you are ultimately responsible for determining your insurance coverage and pay for your treatments which are not covered by your insurance plan.

Some insurance policies may require a "Prior Authorization" OR an annual minimum "Deductible" payment before covering the costs of treatment. If your policy requires it, we will endeavor to obtain a "Prior Authorization" for your psychiatric treatment. If you have any remaining "Deductible" on your policy at the time of our service, it will need to be paid for by you before your insurance policy will cover the cost of your treatment – exactly the same as an auto insurance policy "deductible".

When patients with a policy "deductible" are seen early in the year (ie. January or February), they usually have yet to pay their deductible for the new year - therefore they will receive a higher-than-normal bill. The reason for the higher bill is because your policy's deductible has yet to be paid. Please call your insurance company to clarify if your policy requires a "prior authorization" or has a "deductible" remaining. **Every patient has a different policy with different details, so you must communicate directly with your insurer to understand the particulars related to your specific insurance policy.** You are responsible for payment if your insurance denies coverage for your treatment.

By signing this Agreement, you agree that you will pay any outstanding amounts due and owed to Pelorus Elder & Behavioral Health. In circumstances of financial hardship, please contact our office to discuss the situation.

Any bills (for co-pays, co-insurance, deductibles, etc.) can be paid online through our payment portal using a credit or debit card at: <a href="https://www.pelorusmemory.com/payments/">https://www.pelorusmemory.com/payments/</a>

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#### 6. SECOND OPINION:

If at any time you desire a second opinion (with an outside, non-Pelorus provider), please feel free to discuss this with us. We are eager to help you and will not be offended by such a request.

#### 7. MEDICATIONS:

Medications may be recommended to help improve the symptoms which led you (or your loved one) to seek a consultation. If it is agreed that medications are indicated, your treating clinician will discuss with you about the various medications that are available to treat your current condition. Information will be presented to you in language that you can understand.

<u>Treatment with medications of any kind always involves potential risks and benefits.</u> You will learn about the potential benefits of the medication, possible side effects and risks, its dosage and frequency, possible drug interactions, and any withdrawal symptoms you may experience if you stop taking the medication abruptly.

By the end of the discussion, you will have all the information you need to make an informed decision as to which medication(s) is/are right for you (or your loved one). If you decide that the benefits of treatment outweigh the risks, medications will be prescribed. If you have any questions about the medications, your Pelorus medical provider will be happy to answer them.

#### 8. **CONFIDENTIALITY**:

Confidentiality is a cornerstone of mental health treatment and is protected by law. We can only release information about you to others with your written permission. Some basic information about diagnosis and treatment may be required as a condition of your insurance coverage.

There are exceptions to confidentiality where disclosure is required by law:

- If there is a threat of serious bodily harm to others, we are required to take protective actions, which may include notifying the potential victim, notifying the police, or seeking appropriate hospitalization.
- If there is a threat of harm to yourself, we are required to seek hospitalization for the patient, or to contact family members or others who can help provide protection.
- If there is an indication of abuse to a child, an elderly person, or a disabled person, even if it is about a party other than yourself, we must file a report with the appropriate state agency.
- If you are involved in judicial proceedings, you have the right to seek to prevent us from providing any information about your treatment. However, in some circumstances in which your emotional condition is an important element, a judge may require our testimony.
- If due to mental illness, you are unable to meet your basic needs, such as clothing, food, and shelter, we may have to disclose information in order to access services that will provide for your basic needs.
- These situations have rarely arisen in our clinical practice, but should such a situation occur, we will make every effort to fully discuss it with you before taking any action.



#### 9. TELEHEALTH:

Your provider may choose to conduct your appointment remotely using telecommunications technologies, such as video conferencing or telephone. The benefits of telehealth may include removing transportation and travel barriers, minimizing time constraints, and being able to access your appointment from the comfort of your own home. There are also risks associated with telehealth. These may include, but are not limited to, the possibility that transmission of your medical information could be disrupted or distorted by technical failures, the transmission of your medical information could be interrupted and/or accessed by unauthorized persons, and misunderstandings between you and your provider can more easily occur.

Telehealth-based services and care may not yield the same results or be as effective as face-to-face service for some individuals. If you or your provider believe that you would be better served by face-to-face service, you may be referred to an outside, non-Pelorus provider to receive such service.

All existing laws regarding your access to your medical information and copies of medical records apply. The laws that protect the confidentiality of your medical information also apply to telehealth.

You agree not to record or share the content of your telehealth visit. You agree to conduct the visit in a private space without any attendees present, or able to hear or see your visit, unless an alternative arrangement is agreed to by you and your provider. If someone comes into the room during your visit, please pause your video and restart only after they have left.

By signing this Agreement, you give your consent to conducting your appointments by telehealth and acknowledge the terms and conditions stated above.

#### 10. SPECIAL CONSIDERATIONS:

For patients coming to our practice on "disability" status from work, or are seeking "disability" status from work, please be advised that there is a good chance we will be referring you to a higher level of treatment and care, such as an IOP (Intensive Outpatient Program). This is often both clinically indicated and required by the insurance plan which is paying for the patient's disability benefits.

#### 11. TREATMENT CONSENT:

By signing below, you certify that you have read this document and understand the terms and conditions stated within. You understand that you have the right to choose between treatment vs. non-treatment, and that you can always inquire about the risks and benefits of treatment options. You understand that outcomes are not guaranteed. You understand that Pelorus Elder & Behavioral Health reserves the right to refer you to a different level of care, or a different provider, if we feel it is in your best interest. You agree that Pelorus Elder & Behavioral Health will bill you for missed appointments that were not cancelled in advance per policy number 2 on page 1. You indicate that you understand the nature of our offered services, office and payment policies, insurance reimbursement, confidentiality requirements, telehealth, and communications policies, and that you agree to abide by the terms and conditions stated above during our professional relationship.

Signed		Date	
C	Patient		
	(or Power-of-Attorney)		

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## **Authorization to Release Health Information Pursuant to HIPAA**

Patient Name	Birth Date
	e to release my records to Pelorus Elder & Behavioral Health. records to the following people, without requiring a signed
Primary Care Physician:	
Neurologist / Other Doctors:	
Therapist:	
Family / Other (POA, Spouse, Parent, Children, etc):	
I, or my authorized representative, request and authorize be released as described below:	e that health care information regarding my care and treatment
<u>Complete medical record</u> (unless otherwise noted he	ere):
	es of highly confidential information: AIDS or HIV, Mental ug and Alcohol information, and Sexually Transmitted
I understand that, unless action already has been take authorization at any time by making a written request	
	•
I understand that information disclosed based on this recipient, and no longer protected by federal or state	
I have received a copy of this authorization.	
Purpose of Release: Records are being released fo	r <b>continuity of my medical care</b> , and/or for the
reasons specified here:	
Signature of Patient:	
Date:	
Name of Authorized Representative (if applicable)	
Authority of Representative (ie Power of Attorney):(if applicable)	
Signature of Witness:	



### PATIENT DEMOGRAPHIC INFORMATION

Date:	_ Referred by:			<del></del>	
Patient:					
Last Name	First Name	Middle II			
Cell Ph:(indicate pre		Email	·		
Who will be communicating	•				
Preferred language for auton	nated reminders: $\square$ English	☐ Spanish			
Sex: □ M □ F Age:	Sex: □M □ F Age:Date of Birth: □ Single □Married □ Widowed □ Separated □Divorce				
Street Address:		_ City:	State:	Zip:	
Primary Care Doctor:		_ Doctor's Phone:			
Doctor's Fax:	Doctor's Addr	ess:			
Neurologist:		_ Neurologist's Phone:_			
Neurologist's Fax:	Neurologis	t's Address:			
☐ Retired ☐ Working ☐	Student On Disability	Employer/School (if app	plicable)		
In case of emergency, who s	should be notified?		Phone #:		
Emergency contact's relation	onship to patient:				
Preferred Pharmacy:		Phone #	#:		
Pharmacy Address:					
Do you have Medical Insura	nce?  Yes  No If yes	5:			
Name of <b>Primary</b> Insurance	e (ie Medicare, Cigna, etc):_				
Name of <b>Secondary</b> Insurance (if any, ie AARP, etc):					
Name of person fiscally resp	oonsible for this account?				
	Self, "Power of Attorney", et	c):			
ASSIGNMENT AND RELEASE					
I, the undersigned, have insurance o	overage with:				
	Name of Inst	urance Company			
And assign directly to Pelorus Elder & Behavioral Health all medical benefits, if any, otherwise payable to me for services rendered. I understand that I am financially responsible for all charges whether or not paid by insurance. I hereby authorize the doctor to release all information necessary to secure the payment of benefits. I authorize the use of this signature on all my insurance submissions.					
Signatu	re of Insured/Guardian		D	ate	
furnished me by that physician. I a and its agents any information nee that payment be made and author of the HCFA-1500 form, or elsewh information to the insurer or agen Medicare carrier as the full charge deductible are based upon the cha	ted Medicare benefits be made eithe authorize any holder of medical infeded to determine these benefits or rizes release of medical information here on other approved claim forms cy shown. In Medicare assigned care, and the patient is responsible for a large determination of the Medicare	formation about me to release to the benefits payable for related necessary to pay the claim. If so relectronically submitted classes, the physician or supplier a only the deductible, coinsurance.	to the Health Care I d services. I unders "other health insur- aims, my signature agrees to accept the ce, and non- covere	Financing Administration tand my signature requests ance" is indicated in item 9 authorizes releasing of the charge determination of the d services. Coinsurance and	
Signat	ure of Insured/Guardian		L	Pate	



## **Designated Representative for Patient Communications**

<b>Who should we communicate with regarding the patient?</b> (i.e. appointments, questions, etc.) <b>Please indicate your selection with a "X" below:</b>
Patient (proceed to next page) Designated Representative (enter details below)
Name of Representative: (Please print)
Relation to Patient: (Please print)
Representative Home Phone Number:
Representative Cell Phone Number:
Representative Email Address:
Preferred language for automated reminders: $\square$ English $\square$ Spanish
IMPORTANT: If a designated representative is appointed to communicate on the patient's behalf, then that person will need to be included on the HIPAA authorization form.



We appreciate your complete and accurate sharing of history and information, as it allows us to best understand your circumstances and individual needs.

Patient Name:	Date:
Patient Date of Birth:	
Who referred you to Pelorus E this practice?	Elder & Behavioral Health, or how did you find out about
Reason for seeking evaluation	/treatment (ie Diagnosis, Symptoms, Recent History)?
Stressors/Precipitants contrib	outing to current situation/symptoms?
Past Psychiatric History?	
Previous psychiatrists? _	
Previous Psych. Diagnose	es?
Past Psychiatric Meds? _	
Past Inpatient psychiatric	c hospitalization, or "IOP" / "Partial Hospital" treatment?
Any violent, self-injurious	orsuicidal behaviors?
	("Shock Treatments"), TMS, or Ketamine?

## Substance Abuse History (i.e. Nicotine, alcohol, painkillers, illegal drugs, etc.)?

Do you smoke?If so, how many cigarettes per day?
Have you ever smoked?For how long?How many cigarettes per day?
Do you use, or have you ever used, any illegal drugs? If so, please describe
Have you misused, abused, or become addicted to any painkillers?
Do you consume alcohol?If so, please describe the <u>type</u> , <u>frequency</u> and <u>amount</u> :

## Past Medical History:

	Yes	No		Yes	No
Vision Loss			Seizures with high fever as child or baby		
Glaucoma			Head trauma w/loss of consciousness		
Loss of hearing			Back pain		
Recurrent Vertigo			Hematological disorder (Sickle cell, Hemophilia)		
Hypertension (High Blood Pressure)			Bleeding Tendency		
Dyslipidemia (High Cholesterol)			Diabetes		
History of M.I. ("Heart attack")			Thyroid disease		
COPD / Emphysema			Immunologic disorder (Rheumatoid Arthritis, Lupus, etc)		
Gastrointestinal disease			Chronic allergies/hay fever		
Liver disease			Depression		
Chronic skin condition			Psychiatric illness other than depression		
Osteoarthritis / Degenerative Joint Disease			Kidney disease, Prostate, or other urological disorder		
Chronic sleep disorder			Tuberculosis		
Stroke (CVA)			HIV or AIDS		
Alzheimer's or other cognitive Disorder			Encephalitis or Meningitis		
Parkinson's or other movement disorder			Polio		
Essential tremor			Infections (Lyme, Tuberculosis)		
Fainting or blackouts			Gynecological problems		
Seizures/Epilepsy			Any history of cancer		

-	l illnesses not already described, or clarify any noted
above:	
<b>Current Medications (Includ</b>	ing Psychiatric Meds):
(Please list all medications, do	ses, and frequency/schedule for each)
Allergies (to medications or	<u>food):</u>
□No Known Drug Allergie	es
Personal/Social history:	
Location born and raise	ed?
Education / Degree?	
Occupation?	
For how long?	If unemployed or retired, how long?
Marital Status?	Living situation? (alone, etc)
Children? How many?	
Any history of being the	e victim of abuse?
Any history of legal issu	ues? (DUI, recent arrests, court proceedings, firearms offenses,
etc.)	

Review of Systems: (Please indicate any relevant symptoms below, or check "N/A" if no symptoms apply):

CONSTITUTIONAL: □fever □fatigue □night sweats □weight loss	Other:	N/A
EYES: 🗆 glasses 🗆 blindness 🗆 double vision		
□visual field deficit □drooping eyelid		
EAR NOSE THROAT: Thearing loss Ttinnitus Tinfection		
☐trouble swallowing ☐snoring		
CARDIOVASCULAR: □shortness of breath □chest pain □edema		
□palpitations □heart murmur		
PULMONARY: □cough □wheezing □shortness of breath		
□coughing up blood		
GASTROINTESTINAL: □constipation □vomiting □diarrhea		
□rectal bleeding □nausea □abdominal pain		
SKIN: □rash □itchiness □ulcers □lesions		
MUSCULOSKELETAL: □back pain □joint pain or stiffness		
□joint swelling □muscle cramps or weakness		
NEUROLOGICAL: □memory loss □headache □tremor □dizziness		
paralysis or weakness (ie hemiplegia after a stroke)		
HEMATOLOGICAL/LYMPHATIC: □bleeding tendency		
☐tendency to bruise easily ☐history of blood clots		
ENDOCRINE:   increased urination   increased appetite		
☐intolerance to heat or cold ☐weight loss ☐weight gain		
ALLERGIC/IMMUNO: □swollen lymph nodes		
☐reactions to food or medications		
PSYCHIATRIC: □depression □anxiety □panic attacks		
□insomnia □hallucinations □delusions		
JROLOGICAL: □incontinence □nocturnal frequency		
□burning on urination □dialysis □bloody urine		
NFECTIOUS DISEASE: □fever □night sweats □known disease		
DBGYN (women only): □pregnant □painful menses		
□abnormal menses □vaginal discharge □breast mass		

## Cognitive and Behavioral Symptoms Questionnaire

# **ONLY** ANSWER THE FOLLOWING FOUR (4) PAGES OF QUESTIONS IF THE REASON FOR EVALUATION IS RELATED TO A COGNITIVE ISSUE. No Responses for pages 5-8

Is there any history of cognitive disorder (ie: □Alzheimer's Disease □Vascular Dementia
□Frontotemporal Dementia □Pick's Disease □Parkinson's Dementia
Is there any history of having a □Stroke or □TIA's (mini-strokes)?
Is there any history of □Urinary Incontinence □Walking/Gait problems □Confusion/agitation?
COGNITIVE SYMPTOMS  Is there a history of memory problems that are progressively getting worse?  Describe:
Is there forgetfulness for: □recent details □conversations □events? Any pattern of: □misplacing items or □getting lost in familiar neighborhoods? Describe:
Is there: □ a change in language ability? (ie □ "word finding difficulty" □ change in ability to articulate thoughts or express self coherently). Describe:
Is there any □ difficulty with time relationships? (□thinking that events from the past are happening in the present □confusing the past and present.) Describe:

## **BEHAVIORAL SYMPTOMS**

Is there any □ "apathy"? (ie □lack of interest □less affection in personal relationships					
$\square$ loss of enthusiasm $\square$ decreased initiative/motivation to do things $\square$ social withdrawal).					
Describe:					
Is there a $\Box$ change in personality or social comportment? (Including: $\Box$ tactlessness					
$\square impulsivity \ \square new \ or \ more \ obsessive \ interests \ \square in appropriate \ or \ disinhibited \ behaviors$					
□hypersexuality). Describe:					
Have there been any $\square$ "hallucinations"? ( $\square$ hearing someone talking when no one is there or					
□seeing things that are not there). Describe.					
Have there been any $\ \square$ "delusions" – thoughts that are not based in reality, but the patient					
cannot be convinced otherwise? (ie $\square$ Paranoid that someone is stealing their things, or					
wants to harm/kill them, or that a spouse is unfaithful. $\square$ Somatic – that something is					
wrong with their body, such as an illness [when they're not sick]. $\square$ Misidentification – that					
someone is "an imposter", or feeling their home is "not their home". □Bizarre – regarding					
aliens or other strange topics. $\square$ Grandiose). Describe.					

Has there been any ☐ "sundowning"? (☐worsened agitation in the late afternoon or night-time ☐more disorganized behavior than in the daytime ☐associated hallucinations or delusions). Describe:	-
Has there been any □ reversal of sleep cycle? (Awake all night, sleeping all day).	
Hasthere been any □ physical aggression? (including being □ "resistive to care," if requiring assistance with toileting, dressing, etc.)?	-
Have there been any purposeless behaviors, including: □wandering, □pacing, □rummagin□picking, or □others?	ng
Any other issues, behaviors, or symptoms not already described?	

## **ACTIVITIES OF DAILY LIVING**

Is there $\square$ difficulty with performing tasks that were previously handled acceptably? (Difficulty with: $\square$ tasks related to their career $\square$ managing the bills and finances	
[burnt pots] □getting dressed □personal hygiene). Describe.	
Does the patient manage the finances? If not, who, and since when?	_
Does the patient drive a car? (If not, when did they stop)	-
If driving, any issues (car accidents, getting lost)?	-
Does the patient manage their own medications?If not, who, and since when?	_
Who else is present in the patient's residence (spouse, aide, etc.)?	_
Any other family members nearby or involved in helping the patient (children, siblings, etc.)?	