



PRACTICE POLICIES

Effective Date: May 28, 2021

THE PSYCHIATRIC VIRTUAL CLINIC SERVICES ARE NOT FOR USE IN MEDICAL EMERGENCIES OR OTHER URGENT SITUATIONS. IF YOU THINK YOU MAY HAVE AN EMERGENCY, CALL 911 OR GO TO THE CLOSEST EMERGENCY ROOM IMMEDIATELY.

PRACTICE LOCATION

Patients must physically be in the State of Vermont to use the Psychiatric Virtual Clinic Services. IP address can be verified to confirm the patient's geographic location, to the extent there is a concern.

HOURS OF OPERATIONS

The Psychiatric Virtual Clinic is a telepsychiatry private practice that offers online appointments at times that are convenient for patients. The hours of regular operation are from 9am to 5pm Monday to Friday, but patients can also schedule appointments in the evening and on weekend.

ON-CALL

The psychiatrist is available 24-hour for medical reasons that require attention. The psychiatrist will return non-emergency calls within 24 hours. Patients are required to schedule appointments to discuss medications or other issues. Patients will be alerted when the psychiatrist will take vacation and coverage will be specified at the time of the vacation notice. Patients will be alerted if a different psychiatrist is covering calls.

Do not leave messages if you are in crisis or if this is an emergency, call the crisis line in your area or go to the closest emergency room if you are not safe to yourself or others. You have to rely on Crisis Services and a hospital emergency room for true emergencies.

MEDICAL LICENSE

Psychiatrist will show Medical Licenses, Certifications and Credentials at the time of patient appointments.

PATIENT IDENTIFICATION

Patients need to show a valid ID with picture at the time of the first appointment.

APPOINTMENTS FEES

By scheduling an appointment with the Psychiatric Virtual Clinic, you agree with the fees for the services and you understand that **you have to make the payment in full by credit card at the beginning of the appointment.** You consent to provide your credit card information that will be stored for future use appropriately and as required for the purpose of future appointments. You are responsible of your financial ability to cover the fees and you are responsible to request a reimbursement from your health insurance plan if that is what you want to do. You understand that the Psychiatric Virtual Clinic's psychiatrists are out-of-network and you are responsible to contact your health insurance plan if you need to clarify your benefits.

Medicare

It is NOT possible to accept out-of-pocket payments from patients who have Medicare.

Notice That Vermont Medicaid Will Not Be Accepted

The psychiatrist does not accept and does not intend to bill Vermont Medicaid for any services offered by the Psychiatric Virtual Clinic, PLLC. Patients whose insurance is Medicaid will be personally responsible for the full payment. Claims will not be submitted to Medicaid for processing. In accordance with the Vermont Medicaid Provider Manual, Dr. Julie Poulin is Providing her Vermont Medicaid Provider Number here: 1022095. **This section of the Practice Policies stands for proper notice provided to Medicaid patients.**

SCHEDULING AND CANCELLATIONS

You commit to be available and connect with your psychiatrist at the time of your scheduled appointment. The time often required for a comprehensive initial evaluation is around 90 minutes, but you are scheduled for 2 hours because this the time you and your psychiatrist are required to plan to be available in order to complete the evaluation properly in case it takes more time. Regardless of how long the Initial Evaluation takes (two hours or less), the full fee will be charged for an initial evaluation. The charge for an initial evaluation is for 80 minutes (\$398) of time, but your psychiatrist offers you the full 2 hours if necessary.

Beyond the Initial Evaluation, the meeting time for psychotherapy is 60 minutes. It is up to you, however, to determine the length of time of your psychotherapy sessions. Requests to change the 60-minute session needs to be discussed with the psychiatrist in order for time to be scheduled in advance. If you are late for a session, you will lose that session time because other people are scheduled after you.

If you have an impossibility to make your appointment on the day and at the time scheduled, please remember to cancel or reschedule 24 hours in advance. **Cancellations will be subject to a full charge if not received at least 24 hours in advance.** You will be responsible for the entire fee if you cancel less than 24 hours in advance. This is necessary because a time commitment is made to you and is held exclusively for you. If you have more than three cancellations, you may have to be discharged from the practice since you are not engaged in treatment.

PRESCRIPTION POLICY

Psychiatrists can prescribe treatment with medications when appropriate. However, please note that the Psychiatric Virtual Clinic's **psychiatrists do NOT prescribe controlled substances**. These substances include, but are not limited to, medications in the classes of opioids and narcotics (hydromorphone (Dilaudid), methadone, meperidine (Demerol), oxycodone (Oxycontin, Percocet), fentanyl, morphine, codeine and hydrocodone), stimulants (amphetamine (Dexedrine, Adderall), lisdexamphetamine (Vyvasne), methylphenidate (Ritalin), methamphetamine) and benzodiazepines (alprazolam (Xanax), carisoprodol (Soma), clonazepam (Klonopin), clorazepate (Tranzene), diazepam (Valium), lorazepam (Ativan), midazolam (Versed), temazepam (Restoril) and triazolam (Halcion)). The Psychiatric Virtual Clinic's psychiatrists do not support medical marijuana. Moreover, the Psychiatric Virtual Clinic's psychiatrists do not provide treatment with ketamine, LSD, phenobarbital or other controlled psychogenic substances. Please note that the Psychiatric Virtual Clinic's psychiatrists do not provide suboxone maintenance.

MEDICAL CARE POLICY

Patients who want to maximize the benefits of their evaluation and treatment with their psychiatrist must have their own Primary Care Physician (PCP, Family Medicine Doctor or Generalist). This is because physical health is closely intertwined with mental health. Your psychiatrist will provide mental health treatment, but every patient will need to visit their primary care physician to access physical health treatment. Often, medical conditions or medical treatments can have an impact on mental health. Also, psychiatric medications can cause side effects or medication interactions that require a medical evaluation and treatment. You are strongly encouraged to communicate with your psychiatrist the details of your medical history and vice-versa to communicate information about your mental health treatment to your primary care physician. Your psychiatrist will maintain continuity of care with your Primary Care Physician at your request or as necessary.

PAPERWORK

Please note that your psychiatrist will only complete forms for worker comp, FMLA, disability, support animal and other paperwork requests if you are fully engaged in treatment, which translates as at least three appointments and your commitment to fully engage in continuing your treatment with the goal to improve your health and ability to function. Paperwork will be completed at the time of your appointment. If the psychiatrist has to complete paperwork outside your appointment time, you will be charged \$98 minimum and then \$98 for every additional 15 minutes of time required for paperwork.

TELEPHONE ACCESSIBILITY

If you need to contact your psychiatrist between sessions, please leave a message on your patient portal or on your psychiatrist's secure voice mail. Your psychiatrist is often not immediately available; however, she will attempt to return your call within 24 hours. Please note that Telehealth sessions are highly preferable to phone sessions. However, phone sessions are available. You will be charged a minimum of \$98 and then additional \$98 for every 15 minutes increments if the unscheduled call extends 15minutes. **If a true emergency situation arises, please call 911 or go to any local emergency room.**

SOCIAL MEDIA AND TELECOMMUNICATION

Due to the importance of your confidentiality and the importance of minimizing dual relationships, psychiatrists do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). It is believed that adding clients as friends or contacts on these sites can compromise your confidentiality and your privacy. It may also blur the boundaries of the therapeutic relationship. If you have questions about this, please bring them up when you meet with your psychiatrist.

ELECTRONIC COMMUNICATION

Psychiatrists cannot ensure the confidentiality of any form of communication through electronic media, including emails and text messages because you are also responsible for your own electronic media and internet network security. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, your choice can be accommodated, however it is preferable to use your Patient Portal for scheduling appointments and communication with your psychiatrist. While your psychiatrist may try to return messages in a timely manner, she cannot guarantee immediate response. It is requested that you do not use emails or texts to discuss therapeutic content and/or request assistance for emergencies.

Telemedicine can be broadly defined as the use of information technology to deliver medical services and information from one location to another. If you and your psychiatrist use information technology for your treatment, you need to understand that: (1) All existing confidentiality protections are equally applicable. (2) Your access to all medical information transmitted during a telemedicine consultation is guaranteed, and copies of this information are available. (3) Dissemination of any of your identifiable images or information from the telemedicine interaction to researchers or other entities shall not occur without your consent. (4) There are potential risks, consequences, and benefits of telemedicine. Potential benefits include, but are not limited to improved communication capabilities, reduced costs, improved quality, change in the conditions of practice, improved access to therapy, better continuity of care, and reduction of lost work time and travel costs. Effective therapy is often facilitated when the psychiatrist gathers within a session or a series of sessions, a multitude of observations, information, and experiences about the client. Psychiatrists may make clinical assessments, diagnosis, and interventions based not only on direct verbal or auditory communications, written reports, and third person consultations, but also from direct visual information, and experiences. When using information technology, other than video, in therapy services, potential risks include, but are not limited to the psychiatrist's inability to make visual observations of clinically or therapeutically potentially relevant issues such as: your physical condition including deformities, apparent height and weight, body type, gait and motor coordination,

posture, work speed, any noteworthy mannerism or gestures, physical or medical conditions including bruises or injuries, basic grooming and hygiene including appropriateness of dress, eye contact, chronological and apparent age, gender, ethnicity, facial and body language, and congruence of language and facial or bodily expression. Potential consequences thus include the psychiatrist not being aware of what he or she would consider important information, that you may not recognize as significant to present verbally the psychiatrist. (5) Visits using Telemedicine including video or phone consultation may sometime be interrupted due to technical difficulties. If that occurs, you and your psychiatrist need to have each others phone numbers available to call in order to continue the encounter. In some cases, the visit may have to be rescheduled. If rescheduling is necessary due to technical difficulties, no fees will be applied in this specific case.

EMERGENCY SITUATIONS

Patients need to provide emergency contact information. Patient also need to know and provide the phone number of their local crisis line. This is necessary in order to respond to emergency that could occur during a telehealth visit or in other urgent circumstances.

MINORS

If you are a minor, your parents may be legally entitled to some information about your therapy. Your psychiatrist will discuss with you and your parents what information is appropriate for them to receive and which issues are more appropriately kept confidential.

TERMINATION

Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. Your psychiatrist may terminate treatment after appropriate discussion with you and a termination process if your psychiatrist determines that the psychotherapy is not being effectively used, you have made multiple cancellations or no-shows or if you are in default on payment. Your psychiatrist will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If therapy is terminated for any reason or you request another psychiatrist, your psychiatrist will provide you with a list of qualified providers to treat you. You may also choose someone on your own or from another referral source.

Should you fail to schedule an appointment for twelve consecutive months, unless other arrangements have been made in advance, for legal and ethical reasons, your psychiatrist must consider the professional relationship discontinued, and will alert you of this termination via letter to your last known mailing address.

QUALITY AND IMPROVEMENT

The quality of the services provided at the Psychiatric Virtual Clinic will be continuously evaluated and improvement plans created and implemented annually.

ANNUAL REVIEW

Policies and procedures will be reviewed annually.

BY CLICKING ON THE CHECKBOX BELOW I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.