



OFFICE POLICIES AND PROCEDURES

Welcome to Atala Health and the practice of Lauren Butterfield, M.D. It is our desire to deliver the highest level of psychiatric care possible while ensuring that you are comfortable and satisfied that we are doing everything we can to help you. Please let us know immediately if you have any difficulties or questions. Thank you.

This is a contract ("Agreement") that governs the way Dr. Butterfield and Atala Health ("The Practice") operate with regard to your care. Please take your time to review and fully understand the document. If you have questions, please call us prior to signing.

For the purpose of this document "business days" refers to Mondays through Fridays on days that are not recognized as Federal Holidays.

OFFICE HOURS AND APPOINTMENTS:

Business Hours: The practice hours are Monday through Wednesday from 8:30 AM until 2:30 PM. Disruptions to the normal business hours may at times occur. Please listen to the office voicemail for updated closure lists.

Office Closures: After-hour urgent calls are routed to voicemail and are checked the next business day. If an emergency arises that cannot wait, please call 911, a crisis hotline, or go to your local emergency department. Non-urgent calls will only be returned during regular business hours (Monday-Wednesday). If Dr. Butterfield needs to cancel your appointment due to illness or family emergency, she will notify you by phone or text as soon as possible

Appointments: An initial appointment for adults (18+) is generally 60 minutes with a charge of \$350. An initial appointment for children and adolescents (5-17) is 90 minutes: either consecutive or over 2 visits with a charge of \$400. Payment is due at the time of service.

-Please arrive 10 minutes prior to the time of your initial appointment in order to ensure that you are on time and that all required forms, releases, and consents are complete. If the patient is under the age of eighteen and parents are divorced, the parent(s) with Medical Decision-Making authority must sign consent for treatment, releases of information, etc. Please fill out and submit all forms ahead of time so Dr. Butterfield has time to review the information prior to the appointment.

-During this assessment, it will be necessary for Dr. Butterfield to meet with you/your child's caretaker(s) without your child being present. We do not have staff available to monitor or supervise children while you are meeting with Dr. Butterfield. It is therefore mandatory that someone accompany you who can stay with and actively supervise your child. Exceptions may be made for youth age twelve and older who are stable enough to wait alone and are content reading a book or engaging in some other quiet activity alone. In this case, an additional person is optional. If your child is under the age of 12 and/or you have concerns about his/her ability to wait alone for parts of the appointment, please contact our office prior to your initial session and we will assist you in scheduling your appointment in such a way that the parents/caretakers and child are seen on different days (approximately 45 minutes each session).

-When you schedule your appointment, it guarantees you the time of the physician. It does not guarantee

any specific medications, treatment, or letters. Generally the initial appointment is a comprehensive evaluation. You will be given a provisional diagnosis, often some psychotherapeutic management, and possibly prescription medication depending on diagnosis. Subsequent appointments are 25 minutes in length. A therapeutic relationship is further formed over time where the diagnosis is refined and further treatment approaches are optimized. Longer appointment times can be scheduled if needed. The longest interval between appointments is 3 months, but in very rare occasions may be 6 months. This is at the discretion of the physician and is dependent on the severity and stability of the individual patient.

-Follow-up medication appointments are \$175. Therapy appointments (50 minute) and extended follow-up appointments (50 minutes) are \$300.

-Please note that you will be required to schedule an extended follow-up appointment if your child has been hospitalized since your last visit to Dr. Butterfield in order to assure there is time to assess safety and discuss changes since treatment.

Calls/Text/Emails: Calls and texts are done through Spruce which insures patient privacy. Please call for any questions or concerns that require any amount of discussion with the physician. If the call needs to be more than 5 minutes, an appointment will be suggested by the physician. Text should only be used for non-urgent means such as canceling and rescheduling appointments. The e-mail will be kept private, but it is not necessarily secure. The patient or parent of the patient is welcome to use e-mail to send information or ask simple questions. If e-mail is used by the patient, it is assumed that this gives the physician permission to respond via e-mail. The physician will not send private information on the patient via e-mail.

If you elect to communicate by email, please be aware of the following:

- 1)Email is not appropriate for urgent or emergency situations. Atala Health cannot guarantee that emails will be read and responded to within any particular period of time or outside of normal business hours.
- 2)Emails should be concise, and are not a substitute for the care that may be provided during an office visit. An appointment should be made to discuss any new, complex, and/or sensitive information.
- 3)Email should NOT be used to communicate sensitive medical information or for time sensitive matters.
- 4)Our office is not liable for breaches in confidentiality caused by the patient or any third party

You also agree to receive reminder text alerts prior to your appointments. Not receiving a text does not exempt you from a no-show/late cancellation fee, should this happen. It is the patient's responsibility to remember appointment times. You have the right to revoke authorization for any method of communication at any time.

No-show/Late Cancellations: This practice values your time as well as our own. Patients who do not give proper notice of cancellation (no-show) or cancel with less than 1-business days notice (late cancel) will be charged a fee of \$200 for initial appointment and therapy or \$125 for follow-ups. Further appointments will not be scheduled until this fee is paid. Appointments on Monday not cancelled by noon on Thursday are considered late cancel as the physician will not be available to reschedule patients after noon on Thursday. Patient will be given one late cancel pass for emergencies or sickness. The patient needs to call the morning of the scheduled appointment to let Dr. Butterfield know they are sick in order to have the fee waived. Patients more than 10 minutes late for their appointment will be considered a no-show and may reschedule only after paying the no-show fee.

ADDED SERVICE CHARGES

Some services require significant amount of time of the physician, and if not done during the time of the appointment, are billed at an hourly rate.

- Preparing reports for other providers, organizations, or landlords
- Telephone calls lasting more than 5 minutes: If you need more than this to discuss a concern, then an appointment should be made instead. With the exception of the initial consultation call, a charge of \$5/min will be charged for calls lasting over 5 minutes
- Medication refills outside of appointments will be charged \$25
- Completing documents for disability or worker's comp. Please note that no disability paperwork will be completed unless the patient has been seen for both at least 6 months and a minimum of 10 times. Even with this minimum, it is at the discretion of the physician whether this paperwork will be completed.
- Physician will not write letters for emotional support animals due to the risk of harm untrained animals can cause

MEDICATION REFILL POLICY

- It is the responsibility of the patient to make appointments at the recommended interval to be sure they don't run out of medications.
- Dr. Butterfield will **NOT** refill medications for a patient who no-show or cancel appointments (with the acceptance of emergencies or illness where the patient called the morning of the appointment). This practice is not responsible for any dangers associated with abrupt discontinuation of medication as it is the responsibility of the patient to keep track of their prescriptions and follow up with appointment recommendations.
- If a medication refill has to be made outside of an appointment, patient will be charged \$25 for the refill and patient will only be given 14 days of medication. Patient must schedule another appointment in those 2 weeks as another refill will not be provided.
- Medication refills are not considered an emergency. Dr. Butterfield will only refill medications during business hours Monday-Wednesday until 2 pm. If you feel you urgently need your medication outside of these times you can go to an urgent care facility.
- Stimulant medication (for ADHD) and benzodiazepines (such as clonazepam, xanax, and ativan) will **NOT** be refilled outside of scheduled appointments.
- If Dr. Butterfield must cancel your appointment for any reason she will refill your medications and the appointment will be rescheduled as soon as possible.
- You must disclose every medication that you take to each of your providers.
- It is a felony to share, sell, or exchange your medication with anyone for any reason. It is also a felony to forge, falsify or alter a prescription. If you violate these laws, this contract forfeits your right to the doctor-patient confidentiality on these matters and will result in a report to the DEA and an immediate termination for the practice.

CONTROLLED SUBSTANCE POLICY

- Controlled substances have a higher potential for abuse and can cause physiological dependence. Examples include benzodiazepine medications (alprazolam, lorazepam, clonazepam, etc) z-drugs and other hypnotics (zolpidem, zaleplon, etc) and stimulants.
- This physician does not prescribe benzodiazepines for regular use. If you join this practice already taking this class of medication, you will agree to taper off of this medication at the discussed taper schedule. Extra medication will not be given if the taper schedule is not followed and termination with the practice is possible if patient does not agree to discontinue benzodiazapines.
- Physician will only prescribe benzodiazepines for short term use of less than 30 days or at the discretion

of the physician.

-The physician will not refill controlled substances outside of appointments.

-We will not replace lost or stolen prescriptions of controlled substances without a police report.

-We occasionally perform random urine drug screens as this is the standard of care.

-It is a felony to accept a controlled substance prescription from the same (or similar) class from any other prescriber without both prescriber's consent and notification. This is referred to as "doctor shopping." If you receive controlled substances from another prescriber without notifying Dr. Butterfield, you will be terminated from the practice.

TELEPHONE POLICY

For emergent matters call 911 or go to the emergency room. For urgent matters, call and leave a message. Urgent calls (such as medication side effect concerns) will be returned within 1 business day. Non-urgent call will only be returned during business hours (Monday-Wednesday). Please try to ask non-urgent questions during appointment times and don't call about non-urgent matters outside of business hours. Any calls that last longer than 5 minutes may be charged an hourly fee.

THERAPY REQUIREMENT

For most symptoms and diagnoses, it has been shown that therapy is an essential element for treatment. Because of this, Dr. Butterfield will not prescribe medications someone who is not willing to participate in regular therapy. Therapy can be done by Dr. Butterfield or another licensed therapist. Dr. Butterfield will ask for authorization to speak they the therapist throughout treatment in order provide the best patient care.

TERMINATION OF SERVICES

You are under no obligation to continue services should you decide to terminate. However, we strongly urge that you speak with Dr. Butterfield in person regarding this decision so that issues contributing to termination can be addressed and/or so that we can assist you with a referral to a different provider if necessary. If you or your child have not been seen by Dr. Butterfield and you have not made contact with our office regarding an upcoming appointment for greater than 6 months, you will be considered no longer under the care of Dr. Butterfield /Atala Health and will be discharged from our practice. You may call Atala Health again at any time to schedule a new intake appointment. Additionally, there are possible reasons for permanent termination of services by Atala Health including but not limited to: non-payment of fees, three or more missed appointments, abusive behavior toward staff, and/or abuse/misuse of prescribed medication.

I have read the policies outlined in this document, understand, and agree to them.

Client Signature

Date