Office Policies

**Services:**

* Ketamine consultation: $325 for 30-minutes consultation
* Ketamine sessions: $1,200 for initial session and then $1,100 for follow up sessions ( with a maximum of up to 6 sessions)
* Basic correspondence (Phone, email, text, letters, peer-to-peer communications): $100
* Complex correspondence (Phone, email, text, letters, peer-to-peer communications): $150

**After Hours:**

Any communication outside of normal office hours (Monday - Friday, 9am - 5pm) will be considered “After Hours” and billed at the rate listed below. After Hours communication is further defined as any contact or consultation via text, email, or telephone calls with you, your healthcare provider, or any persons authorized to discuss personal healthcare matters on your behalf.

* 15 minutes - $275
* 30 minutes - $550
* 60 minutes - $850

**Cancellation Policy:**

We are happy to cancel or reschedule your appointments with proper notice; however, State of Mind Wellness Center reserves the right to impose 50% of your appointment as a fee for any missed appointment (no-show), or cancellation with less than 24 hours notice. For any TMS missed or canceled appointments with less than 24 hours notice, then a $50 fee will be charged. Should missed appointments (no-shows) or cancellations become a pervasive issue, State of Mind Wellness Center further reserves the right to charge any patient the full amount due for future missed/canceled appointments in accordance with our schedule of fees. Please be advised that your health insurance company may not accept superbills or reimburse payment for any such penalties.

**Treatment of minors:**

In most cases, an hour visit with Dr. Parmar and parents will be required prior to the hour initial visit with the adolescent patient. Please reserve 2 hours for initial consultation. This may be broken up into two visits. However, many insurance companies that accept out-of-network benefits and/or superbills may not reimburse for a family conference if the patient is not present.

**Controlled Substances:**

Please note that prescriptions for federally controlled substances (Adderall, Concerta, Vyvanse, etc.) and for potentially addictive substances (Xanax, Valium, Klonopin, etc.) are monitored closely by Dr. Parmar. You will be given a 30-day only supply of these substances and refills will require an office visit with Dr. Parmar.

**Stimulant Prescription Policy**

* All patients over the age of 55 need an EKG before starting stimulants and need a follow up EKG at regular intervals.
* Appointments for refills must be done every 30 days
* Dr. Parmar will stop prescribing and terminate care if prescriptions are not taken as directed .
* Stimulant medications can lead to sudden death in people with pre existing heart conditions. Dr. Parmar will not prescribe to individuals with a known heart condition.

**Patient Payment Obligation:**

Dr. Parmar is not contracted with any health insurance networks. All services are paid for in full at the beginning of each session via credit card, cash, or check. If you would like to utilize your out-of-network health insurance benefits, State of Mind Wellness Center will gladly bill your insurance company on your behalf. We are able to provide you with detailed superbills that you can submit on your own for direct reimbursement of services covered by your plan if you prefer. It is strongly recommended that you contact your insurer in order to understand the full details of your out-of-network mental health benefits. If you have any questions about how health insurance out-of-network benefits and/or superbills work, please let our office know and we are happy to help explain to the best of our ability.

**Email Communications:**

While State of Mind Center staff and Dr. Parmar are available to patients via email, please be aware that you should not use email communication for complicated medical and/or psychiatric concerns or urgent/emergency situations. If you elect to communicate with State of Mind Wellness center and Dr. Parmar via email, you are agreeing to the use of electronic communications and you understand that it is potentially not a secure form of communication. Please also note that your email correspondence will become part of your medical record.

Any information contained in an email message from State of Mind Wellness Center staff or Dr. Parmar is intended solely for the addressee unless explicitly stated and may contain information that is confidential, privileged, or otherwise protected from disclosure under applicable law. If you are an unintended recipient of any email from our office, you are hereby notified that you have received the document in error and that any review, distribution and /or copying of the transmission is strictly prohibited. If this is the case, please notify us immediately by calling 805-835-4401 and return the original message to use by email prior to destroying all copies in your system.

**Termination Policy:**

Treatment may be discontinued for the following reasons:

* Non compliance with recommended treatment
* Frequent cancellations and/or repeated missed appointments
* Recommendations for higher level of care (Substance abuse, violence against self or others, need for increased structure)
* Hostile behavior towards staff and/or doctor
* Misuse of prescribed medications
* Failure to pay for services rendered

**Returned checks:**

The fee for returned checks is $50, which will be added to the total amount owed on your account at State of Mind Wellness Center.

**Legal Testimony:**

State of Mind Wellness Center requires that you employ independent forensic psychiatric services should this type of evaluation or testimony be of necessity.

By signing below, I attest that I have read and understood the aforementioned policies and consent to these office guidelines:

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Patient’s Printed Name Patient’s Signature Date

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Guardian’s Printed name Guardian’s Signature Date