PHOENIX POINTE
PSYCHIATRY

Phoenix Pointe Psychiatry's Policies and Procedures

Financial Policy Agreement
Payment for services provided by Phoenix Pointe Psychiatry LLC, hereafter may be referred to as "PPP", is due at the time that services are rendered. If the patient is covered under insurance, payment of any applicable co-payment, co-insurance, or deductible is due at the time of service. If Phoenix Pointe Psychiatry is not contracted with the insurance, payment for services is due in full at the time that services are rendered through accepted forms of payment by the facility. Insurance will be billed on your behalf and you will be reimbursed any applicable credits. Phoenix Pointe Psychiatry makes every effort to verify your coverage with your insurance, however, you are strongly encouraged to verify your benefits and coverage to ensure you fully understand what is covered. You are ultimately responsible for understanding your own insurance coverage and understand that you will be responsible for charges for services that are not covered by your insurance. You agree that it is your responsibility to inform the practice of any changes to the insurance plan prior to each of your visits, or you may be responsible for the full fee. Some services may not be covered by health insurance. You agree to be fully responsible for payment for all services that are not covered by your health plan. This may include charges for telephone consultations, written correspondence, or reports in connection with a client's evaluation or treatment, including consultation or correspondence, or reports in connection with the client, family members, past or current treatment providers, educational professionals, attorneys, courts, agencies, or others. If these charges are excluded from your coverage by your health plan, they will be your responsibility. There will be a charge of $30.00, including applicable fees from the financial institution(s) for returned checks or disputed credit card payments. All patients are required to have a credit card on file to initiate or continue care. It is your responsibility to update any expired cards. All outstanding balances are expected to be paid within 30 days. Payment plans may be provided upon request and at the discretion of the financial department and/or individual(s) who handle billing.

Fees Not Billed to Insurance/Professional Services
Phoenix Pointe Psychiatry may provide, on a case by case basis, consultation with family members, past or current medical providers, educational professionals, attorneys, courts, agencies or others. Limited telephone consultation is part of routine patient care and is undertaken without charge. However, when extensive or other than routine telephone consultations, written correspondence or reports are requested or required, a charge for these services will be applied. To comply with federal laws including HIPAA, this office must have a signed authorization from the patient, or responsible party stating who we are authorized to release information to. You can contact our office for a copy of the form. If these charges are excluded from your coverage by the health play, they will be your responsibility.

Listed below are the fees for professional services included but not limited to paperwork completion, pharmacology recommendation, psychotherapy,visit with practitioner, consultations, medication assisted treatment, court proceedings, holistic care, new patient visits, follow-up visit, cash pay visits, telepsychiatry (if not covered by insurance):

-$299 fee (minimum one hour) for new patient visits with a provider (PA, NP, therapist, MD, DO). Visits may be in intervals of 30 min, or 1 hour and will be subject to 1 hour minimum fee regardless of appointment time allotment
- $175 fee (minimum 15 min) for follow-up/established patient visits with a provider (PA, NP, therapist, MD, DO). Visits may be in intervals of 15 min, 20 min, 30 min, or 1 hour and will be subject to minimum fee regardless of appointment time allotment
- $30 for paperwork completion (in addition to provider fee regardless of insurance status)
- $30 for medical records request processing fee
- $250 per hour for any required court/legal appearance on behalf of the patient including time required for travel and preparation
- $125 no show or same day cancellation fee for meetings with PA, NP, MD, DO, PsyD
- $125 per hour no show or same day cancellation fee for therapy/counseling visits. $250 no show or same day cancellation fee for 2 hour appointments.

Requesting Records from Phoenix Pointe Psychiatry for self/provider/other entities
To request records from Phoenix Pointe Psychiatry for yourself, another provider or entity we require that you complete the "Authorization to Release Medical Records from Phoenix Pointe Psychiatry" form in its entirety. Incomplete forms will not be processed and will delay your request. The cost is a $30.00 minimum processing fee to fax or copy your record and additional cost for required certified mail (postage and handling included in the invoice paid prior to receipt). **We do NOT**

email records. Processing is 8-10 business days for most circumstances. Please be aware, although you may have signed a release for communication, if you are requesting that we send records, you will need to complete the above process each time you request records to yourself or to be sent to any provider or entity, which includes primary care or change of psychiatric provider upon termination.

Appointment Cancellation, No-Show, and Late Arrival Policy
Phoenix Pointe Psychiatry's policy requires patients to cancel **1 business day in advance** of their appointment to avoid a cancellation fee. If their appointment is on a Monday or following a long weekend, the cancellation must be made on the previous business day. Patients are expected to arrive on time for their scheduled appointment out of courtesy to the other patients and providers/clinicians. Patients who arrive more than 10 minutes late for a 15-minute, 20-minute, or 30-minute appointment may not be seen and may be charged a late cancellation fee. Patients who arrive more than 15 minutes late for a 60-minute appointment may not be seen and may be charged a late cancellation fee. **Phoenix Pointe Psychiatry charges a $125.00 fee for all late cancellations, no-shows, or late arrivals.** Phoenix Pointe Psychiatry makes every attempt to remain on time for appointments, however, occasionally circumstances arise that may result in an appointment delay.

Discharge Policy
At the discretion of Phoenix Pointe Psychiatry and its providers, a patient may be discharged from the practice and their insurance notified if any of the following guidelines are not followed:

- Patient's failure to follow the recommended treatment plan or medical instructions including the Controlled Substance Agreement or random drug screening, if applicable
- Patient fails to meet financial responsibilities
- Patient has multiple no-shows or same day cancellation
- The provider cannot provide the level of care necessary to meet the patients needs
- The member and/or member's family is abusive to the provider and/or staff in any way
- The patient or provider moves out of the service area
- Patient fails to meet the agreements set upon and signed by the patient of a Controlled Substance Agreement form
- Failure of a random urine drug screen
- Any other reason as determined by the facility, staff, and its medical providers

Confidentiality
Confidentiality is a basis of mental health treatment and is protected by the law. Aside from emergency situations, information can only be released about your care with your written permission. A release is not needed for providers of Phoenix Pointe Psychiatry to consult with other providers within the Practice. If insurance reimbursement is pursued, insurance companies also often require information about diagnosis, treatment, and other important information in the Disclosure of Health Information as a condition of your insurance coverage. Several exceptions to confidentiality do exist that require disclosure by law:

(1) Danger to self - if there is threat to harm yourself, we are required to seek hospitalization for the client, or to contact family members or others who can help provide protection;
(2) Danger to others - if there is threat of serious bodily harm to others, we are required to take protective actions, which may include notifying the potential victim, notifying the police, and/or seeking appropriate hospitalization;
(3) Grave disability or impairment - if due to mental illness, you are unable to meet your basic needs, such as clothing food/water, medical care, and shelter, we may have to disclose information in order to access services to provide for your basic needs;
(4) Suspicion of child, elder, or dependent abuse - 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;
(5) Certain judicial proceedings - if you are involved in judicial proceedings, you have the right to prevent us from providing any information about your treatment. However, in some circumstance in which your emotional condition is an important element, a judge may require testimony through a court order. Although these situations can be rare, we will make every effort to discuss the proceedings accordingly.
(6) In the event of a national emergency such as a global pandemic, terrorism, wartime or any other catastrophic event, Phoenix Pointe Psychiatry will follow the Governor's Orders of each state of the patients' residence to ensure continuation of health care for a reasonable amount of time.

*We also reserve the right to consult with other professionals when appropriate. In these circumstances, your identity will not be revealed, and only important clinical information will be discussed. Please note that such consultants are also legally bound to keep this information confidential with the exceptions as listed above.

Consent for Internal Provider Communication

Phoenix Pointe Psychiatry promotes collaborative, coordinated care among its psychiatric medication providers, therapists, clinical supervisors, and other authorized clinical staff involved in patient treatment.

Providers may communicate and share relevant patient information, including diagnoses, medications, symptoms, treatment plans, progress, and clinical concerns, to support safe, effective, and comprehensive care. This may include case consultations, treatment planning, and ongoing coordination between medication management and therapy services.

All internal communication and information sharing will be conducted in accordance with HIPAA and applicable federal and state privacy laws. Access to patient information is limited to authorized personnel, and additional confidentiality protections will be observed when required by law.

Provider Supervision and Clinical Oversight

Phoenix Pointe Psychiatry is committed to providing safe, ethical, and high-quality mental health care. Certain healthcare professionals within our practice provide services under physician supervision, physician collaboration, or clinical supervision, as applicable to their professional licensure, qualifications, and Arizona law.

Physician Assistants (PAs): Physician assistants practicing at Phoenix Pointe Psychiatry provide medical and psychiatric services in accordance with Arizona law and applicable supervision or collaboration requirements. Physician supervision or collaboration may be provided by a licensed Medical Doctor (MD) or Doctor of Osteopathic Medicine (DO) who is not physically located at the clinic. Supervising or collaborating physicians are available for consultation and clinical oversight as appropriate.

Behavioral Health Therapists: Certain therapists, including associate-level licensed behavioral health professionals, provide services under the clinical supervision of a qualified, independently licensed behavioral health professional. Clinical supervision may include consultation, case review, treatment planning, and evaluation of clinical services. Information relevant to patient care may be discussed with the clinical supervisor in accordance with applicable confidentiality and privacy requirements.

Supervisor Information and Patient Rights: Patients have the right to know whether their treating provider practices under supervision or collaboration, as applicable, and may request information about the supervising or collaborating professional. Patients receiving services from a therapist under clinical supervision may obtain the name and telephone number of their therapist's clinical supervisor by contacting Phoenix Pointe Psychiatry at (480) 378-6323 or by Emailing: info@phoenixpointepsychiatry.com.

By consenting to treatment, patients acknowledge that they have been informed of the potential involvement of supervising or collaborating healthcare professionals in their care and understand that such professionals may provide clinical consultation, oversight, or supervision as applicable.

Contacting Your Provider

Providers are not immediately available by office telephone, please call the office at 480-378-6323. **Calls and messages through the patient portal are generally returned within 2-3 business days, however, for all prescription refill requests you are required to make an appointment as they are filled in session only.** Always leave a phone number where you can be reached along with any updated contact information. **As we are an outpatient practice we do not service walk-ins or provide crisis services.** If your call is an emergency, please hang up and call 911 immediately instead of calling the office. Emergency psychiatric services are provided by all hospitals through their emergency rooms and do not require appointments. Emergency room physicians can contact our provider at any time so please provide them with their contact information. When your provider is unavailable for extended periods of time (i.e., vacation, conferences, etc.), a trusted

colleague will provide coverage, if deemed necessary. Please also note that email should never be used for urgent or emergency issues. Phoenix Pointe Psychiatry does not provide 24-hour or 7-day-per-week on-call or crisis services and is not a crisis or emergency psychiatric facility. For non-urgent needs, including scheduling questions and routine medication refill requests, patients may leave a voicemail after hours; these messages will be reviewed and addressed during the next business hours. Patients requiring urgent or immediate psychiatric evaluation outside of normal business hours are encouraged to contact MIND 24-7 (https://www.mind24-7.com/) (Text/Call: 1-844-646-3247) a local behavioral health provider offering 24/7 psychiatric services and walk-in crisis care. For medical or psychiatric emergencies, patients should call 911 or present to the nearest emergency department.

Appointment Confirmations
Phoenix Pointe Psychiatry will attempt to confirm appointments via email, text, and/or telephone upon your consent, however, it is your responsibility to know the date, time and location of your appointment. Phoenix Pointe Psychiatry has no control in regards to your phone or email connection or reliability. Inability or failure to receive a reminder or appointment confirmation via text, email, or telephone is not a reason for waiver of fees.

Communication for Appointment Reminders
Phoenix Pointe Psychiatry may need to use your name, phone number, email address, ("Contact Information") to contact you with appointment reminders via phone, text or email. If this communication is made by text, a text message will be left on your phone. If this communication is made by email, a message will be left at your email address. If this communication is made by telephone, a voicemail message will be left on your phone. Messages will contain: name of Provider: Phoenix Pointe Psychiatry, Location of Appointment, Name of Patient, Date & Time of Appointment. You have the right to refuse to give Phoenix Pointe Psychiatry your consent to use your telephone number and/or email address for appointment reminders. If you choose to give your consent, you have the right to revoke it, in writing, at any time in the future. Should you agree to communicate via email, telephone or any electronic method of communication, Phoenix Pointe Psychiatry cannot guarantee that those communications will remain confidential. There is a risk that the electronic or telephone communications may be compromised. There is never a 100% guarantee that information will remain confidential when transmitted electronically.

Pharmacy:
Phoenix Pointe Psychiatry may have access to your prescription history from other providers through the electronic medical record or by contacting your pharmacy. Providers at Phoenix Pointe Psychiatry also have access to prior prescription history through the Controlled Substances Prescription Monitoring Program (PMP).

Legal
Legal matters requiring the testimony of a mental health professional can arise. This, however, can be damaging to the relationship between a patient and their provider. As such, we generally recommend that you hire an independent forensic mental health professional for such services.

Gender Affirming Care
Phoenix Pointe Psychiatry is an ally to the LGBTQIA+ community; providers and staff are committed to using a patient's preferred pronouns and stay up to date on concerns from this community. Patients are encouraged to share aspects of their gender and sexual identity to the extent that they feel comfortable during conversations with their provider. This policy also addresses gender affirming surgery (also known as sex affirmation surgery, gender or sex reassignment surgery, gender or sex confirmation surgery) and gender affirming medical interventions in the form of hormone replacement therapy or hormone "blockers". Phoenix Pointe Psychiatry currently does not provide letters of support or "clearance" to insurers, providers, staff, clinics, or surgeons for patients seeking gender affirming medical interventions. Additionally, Phoenix Pointe Psychiatry does not provide or prescribe hormone replacement therapy medication or hormone "blockers"

Recording Sessions
Patients are not allowed to record sessions or providers/clinicians under any circumstances. Doing so may result in discharge from Phoenix Pointe Psychiatry, termination of services, and/or legal action.

Safety
PPP does not provide crisis or emergency services though we make efforts to be available to our patients as often as possible. If a crisis occurs, patients are instructed to call their local crisis teams, impact crisis line: **480-784-1500**; **601-222-9444**, or **988**. Patients are encouraged to program these three numbers into their phones, and have the numbers

handy to use in case of a psychiatric emergency. PPP does not provide medical services and in the event of medical emergency patients should present emergently to their nearest Emergency Room. If in any emergency, psychiatric or medical, please call **911.**

Inclement Weather
Phoenix Pointe Psychiatry closes for inclement weather per the discretion of the Practice and will offer telehealth sessions if able to given weather circumstances. If the Practice closes for inclement weather, it will be posted on the website. Patients are instructed to check the website for updates and will be contacted via phone if their appointment requires rescheduling.

Electronic Prescribing (ePrescribe) Consent – Phoenix Pointe Psychiatry

Phoenix Pointe Psychiatry uses electronic prescribing ("ePrescribe") to securely send prescriptions from our office to your pharmacy. This system may also allow your provider to:

- Review medication history from other providers, pharmacies, and pharmacy benefit plans
- Receive prescription fill status (e.g., picked up, not picked up, partially filled)
- Access formulary and insurance coverage information

Medication history may include prescriptions from Phoenix Pointe Psychiatry and other healthcare providers involved in your care. This information may contain sensitive health details, including (but not limited to) mental health conditions, substance use, sexually transmitted infections, HIV/AIDS, and other protected health information.

Medication Refills

It is of utmost concern to PPP that we refill your medications in a timely manner. It is our policy to give enough medications and refills until the next upcoming appointment, it is the patient's responsibility to keep up with appointments to obtain enough medication on time. To minimize eros and for your safety, we discourage medication refills between scheduled appointments. In the event that you must obtain medication refills before our next appointment, we recommend that you call your pharmacy at least 3 business days before you expect to run out of medications and ask the pharmacy to fax us medication refill requests. Our clinician will refill medications enough only to cover until the patient's next scheduled appointment. We expect to have a standing appointment in the near future before providing medication refills. We do not, as a rule, prescribe stimulants, benzodiazepines, or other controlled medications without evaluating the patient via a scheduled appointment. It is up to the practice and the prescribers discretion as to whether or not a controlled substance will be available for refill without a scheduled appointment. Occasionally, a police report may need to be filed in the event of a controlled medication loss or if diversion/abuse is suspected. Our clinicians may decline to refill any medication if they believe it is clinically necessary to evaluate the patient in person before prescribing the medication.

Controlled Substances Prescription Monitoring Program (CSPMP) and Controlled Substance Policy

The Arizona Controlled Substances Prescription Monitoring Program (CSPMP) will be reviewed routinely in accordance with Arizona prescribing guidelines. Stimulants, sedatives/hypnotics, and benzodiazepines are prescribed only when deemed medically appropriate by the provider. If you are currently prescribed medications within these categories, your prior provider must continue prescribing until your PPP provider has completed an evaluation and determined appropriateness for your treatment.

Patients may be required to sign and adhere to an additional Controlled Substance Agreement as a condition of receiving controlled substance prescriptions. Failure to comply with this agreement may result in refusal to prescribe or refill controlled substances and/or termination of services. Urine drug screening may be performed on a random and/or scheduled basis at the provider's discretion. Patients are expected to disclose all controlled substances prescribed by outside providers. Initiation of new controlled substances by an outside provider, or the use of multiple controlled substances (including non-psychiatric medications), may result in modification of the treatment plan, referral to a higher level of care, or transfer of care at the discretion of the treating provider.

The clinician at PPP reserves the right to decline prescribing any controlled substance if it is not medically appropriate, regardless of past or current prescriptions from another provider. This includes situations where the medication may be harmful to your physical and/or mental health.

As part of safe and appropriate prescribing, additional monitoring requirements may apply. These may include, but are not limited to:

- Completion of an electrocardiogram (EKG) prior to initiation of certain medications and periodic (including annual) EKG monitoring thereafter when clinically indicated
- Urine drug screening (UDS) at the provider's discretion, which may be required prior to initiation and/or throughout treatment
- Pregnancy testing for individuals for whom it is clinically relevant
- More frequent follow-up appointments to monitor safety, effectiveness, and adherence

Patients may be required to attend an appointment prior to receiving refills of controlled substances. Failure to comply with recommended monitoring, testing, or follow-up requirements may result in delays, modification, or discontinuation of controlled substance prescribing.

Patients acknowledge that laboratory testing and monitoring, including but not limited to UDS, pregnancy testing, and EKGs, may not be covered by insurance. In such cases, these services may be the financial responsibility of the patient.

It is the general recommendation at PPP that patients be prescribed no more than one controlled substance at a time when clinically appropriate. If a patient is found to be receiving multiple controlled substances, whether from PPP or other providers, the PPP clinician reserves the right, at their discretion, to modify the treatment plan, including tapering medications, coordinating care, or referring the patient to an alternative clinic or higher level of care.

PPP does not prescribe medical cannabis/marijuana. PPP is not a methadone clinic and does not prescribe methadone. When appropriate, attempts to reduce or discontinue potentially addictive medications will be discussed as part of treatment planning.

In the event that you and your provider at PPP do not agree on treatment decisions regarding controlled substances, PPP reserves the right to terminate the provider-patient relationship and refer you to another practice. The PPP provider maintains full clinical discretion to initiate, continue, taper, or discontinue any controlled substance.

During the initial assessment, if it is determined that a controlled substance is being sought in a manner inconsistent with appropriate medical care, the patient may be referred to another clinic or to detoxification services and may not be accepted for ongoing treatment at PPP. PPP also reserves the right to discontinue services if there is concern for misuse, diversion, or sale of prescribed medications, or if continued prescribing is deemed unsafe.

Controlled Substances Monitoring Policy: Urine Drug Screening (UDS) & Urine Pregnancy Testing Expanded
At Phoenix Pointe Psychiatry, we are committed to the safe and responsible prescribing of controlled substances. To ensure patient safety, compliance, and adherence to best practices, the following protocol applies to all patients receiving controlled substance prescriptions:

- Urine Drug Screening (UDS)
    - All patients between the ages of 8 and 80 prescribed controlled substances are expected to complete urine drug screenings a minimum of three (3) times per year, or as frequent as defined by their treating provider
    - Additional screenings may be requested at the discretion of the prescribing provider based on clinical judgment, patient history, or observed concerns.
- Urine Pregnancy Testing
    - All patients assigned female at birth, ages 8 to 80, prescribed controlled substances are required to complete urine pregnancy testing.
    - This requirement applies regardless of current birth control use, past surgical history (e.g., hysterectomy, tubal ligation), or perceived pregnancy risk.
    - Additional pregnancy testing may be required if clinically indicated.
- Testing Location

    - Testing may be completed onsite at Phoenix Pointe Psychiatry or at an external laboratory/primary care office upon patient request.
    - Patients choosing external testing are responsible for providing documentation of completed testing to Phoenix Pointe Psychiatry.
- Refusal of Testing
    - Patients may refuse testing; however, refusal may result in the inability of Phoenix Pointe Psychiatry providers to continue prescribing controlled substances.
- Billing & Patient Responsibility
    - Phoenix Pointe Psychiatry will attempt to bill insurance for urine drug screenings and pregnancy testing completed in our office.
    - If insurance does not cover the cost, the patient will be financially responsible.
        - Urine Drug Screening (UDS): $15
        - Urine Pregnancy Test (if applicable): $10

Alprazolam and Triazolam

Phoenix Pointe Psychiatry is committed to providing the safest and highest quality of care, to include utilization of practices intended to reduce, limit, or eliminate the overall risk of harm to a patient, their families, and the greater community. Benzodiazepines with short-to-intermediate acting properties have an elevated risk of adverse outcomes, tolerance, abuse, misuse, and diversion compared to longer-acting formulations. This policy is intended to reduce the risk of negative outcomes associated with the use of alprazolam and triazolam. Phoenix Pointe Psychiatry prescribers will utilize the following policy and procedure when treating patients currently prescribed, or being considered for, treatment with alprazolam or triazolam.

- Patient prescribed alprazolam or triazolam must be transitioned to an appropriate alternative treatment

In order to appropriately deal with any concern a patient may have with regard to Alprazolam and Triazolam Policy;

- Patients prescribed alprazolam or triazolam will receive counseling on Phoenix Pointe Psychiatry policy by their Phoenix Pointe Psychiatry prescriber
- The Phoenix Pointe Psychiatry prescriber will work with the patient to determine an appropriate alternative treatment to best manage any underlying condition(s).
- Alternative treatments considered must take into account the risks of withdrawal associated with rapid discontinuation of alprazolam or triazolam. In the event that the most appropriate treatment option is determined to be a non-benzodiazepine, the patient should be transitioned to a longer-acting benzodiazepine (e.g. clonazepam, diazepam, chlordiazepoxide, etc.) of an equivalent dosage, then tapered at a reasonable rate to minimize risk of withdrawal.
- Patients receiving benzodiazepines will receive psychoeducation from their Phoenix Pointe Psychiatry prescriber about the risks associated with the long-term use of benzodiazepines.
- Each of the preceding items will be accompanied with appropriate documentation in the electronic medical record (EMR).

A patient's refusal to participate or cooperate with such policy and procedure may lead to dismissal or discharge from services and treatment at Phoenix Pointe Psychiatry.

Psychostimulants

At Phoenix Pointe Psychiatry, patient safety is our top priority. Due to the known increased risk of cardiovascular complications, including heart failure, associated with psychostimulant medications, the following protocol is required for all patients of all ages prior to and during treatment with psychostimulants (e.g., amphetamine-based or methylphenidate-based medications):

- Baseline EKG & Medical Clearance
    - All patients must complete a baseline electrocardiogram (EKG) and obtain medical clearance from their primary care provider or cardiologist prior to the initiation of any psychostimulant medication.
    - Clearance documentation must specifically confirm cardiovascular safety for stimulant use.
- Annual EKG Requirement
    - An updated EKG and medical clearance are required annually for any patient continuing psychostimulant treatment.
- Additional Monitoring
    - At the discretion of the prescribing provider, more frequent cardiac monitoring may be required for patients with significant personal or family history of cardiac disease, abnormal baseline EKG findings, or new onset of cardiac symptoms.

    - If concerning symptoms (e.g., chest pain, palpitations, syncope, shortness of breath) occur, psychostimulant medication will be withheld until further medical evaluation is completed.
- Non-Compliance
    - Failure to provide required EKG and medical clearance may result in suspension of psychostimulant prescriptions until documentation is received, or may result in discontinuation of psychostimulant medication and/or psychiatric care from Phoenix Pointe Psychiatry

Psychotropic Medications Policy:

As the below signing patient, I hereby consent to receive psychotropic medication as prescribed by my mental health provider. I have been informed of all the potential side-effects, adverse effects, risks, benefits, alternatives, rationale, possible interactions with other medications or supplements, off-label uses, and any FDA black box warning as applicable. I understand that I may experience withdrawal symptoms if I stop taking prescribed medication abruptly. I understand that, on occasion, some psychotropic medications may be used for psychiatric conditions or symptoms despite a lack of FDA approval for these uses. I understand that some psychotropic medications may cause drowsiness/fatigue/lethargy and may impact my ability to operate heavy machinery and/or drive vehicles and I have been notified of the risks therein. I understand that some psychotropic medications and controlled substances increase my risk of accidental/incidental overdose when using illicit/illegal/recreational substances and alcohol, and may lead to outcomes including, but not limited to, severe disability and death. I understand that I may experience an increase in suicidal ideations and actions with psychotropic medications and I have been notified of the risks therein. I accept this, and have had the opportunity to discuss my concerns and the possible risks, benefits, precautions and side-effects associated with this/these medication(s). Fda.gov; webmd.com; drugs.com are websites that can be used for more information on medications.

I understand that it is my responsibility to inform my prescriber of any changes to my pharmacy. It is also my responsibility to keep my prescriber informed of any changes in health, including pregnancy intentions, becoming pregnant and any new medications prescribed by other providers. I understand the risks of using psychotropic medications while pregnant or while intending to become pregnant.

I hereby consent to my psychiatric provider at PPP to coordinate care with other providers with regards to my mental/physical health. If I have further questions or concerns after starting the medication(s), I understand that I should contact the prescribing provider or practice as soon as possible. I understand and accept the advantages and disadvantages of this treatment, based on the information provided, I agree to comply with the instructions provided by my provider.

Video/Audio Surveillance

I have been informed that while receiving care at Phoenix Pointe Psychiatry that I will be under camera surveillance with video and audio recording for my safety and protection while on the premises. I understand that these recordings are for safety and protection purposes only and will not otherwise be disseminated without specific consent. I give consent for video/audio surveillance for protection and safety reasons.

Use of Artificial Intelligence (AI) and Technology

Phoenix Pointe Psychiatry may utilize artificial intelligence (AI) or other technology-assisted tools as part of routine clinical and administrative operations. These tools may be used during psychiatric, medication-management, or psychotherapy services to assist with tasks such as drafting or organizing clinical documentation, summarizing information, preparing treatment-related documentation, suggesting or reviewing billing or diagnostic codes, processing insurance claims, or performing other administrative functions. AI-assisted features may be integrated directly into our electronic health record (EHR), billing systems, or other software used by the practice. AI is intended to support our clinicians and staff and does not replace the professional judgment of your treating provider. Providers remain responsible for reviewing clinical documentation and for all diagnoses, treatment recommendations, and clinical decisions.

Phoenix Pointe Psychiatry takes reasonable measures to protect the privacy and confidentiality of patient information when using technology, including AI-assisted tools, and will use such technology in accordance with applicable privacy and security requirements. As with any electronic system, however, the use of technology may involve risks related to privacy, security, or inaccuracies in AI-generated information. If an AI tool involves recording or transcribing the audio of a psychiatric or therapy session, additional notice and/or consent will be obtained when required before such recording or transcription occurs. Patients may ask their provider or the practice questions regarding the use of AI or technology in their care at any time.

Terms of Service

As part of receiving service through PPP, I acknowledge and agree to receive communication via email, phone, text, and/or mail for appointment reminders, payment reminders, promotional materials, and any other non-health information related communications. PPP continues to hold communication of health related information including PHI (personal health identifiers) to requested methods as deemed by the patient in their signed ROI (release of information). It is PPP policy to maintain and uphold HIPAA laws as applicable. If at any point you are concerned that a team member or the practice has violated HIPAA, please reach out to us via email or telephone and this will be addressed as soon as possible.

I have carefully reviewed this document. My signature indicated my receipt, full understanding and agreement of this document.