

GRAVEN & ASSOCIATES

psychology • neuropsychology

Adult New Patient Information Form

PERSONAL INFORMATION

Last Name _____ First Name _____ Middle Initial _____

Address _____ City _____ State _____ Zip _____

Home (_____) _____ - _____ Cell (_____) _____ - _____ Work (_____) _____ - _____ Marital Status _____

Preferred Method of Contact Home Phone Cell Phone Work Phone

Employer _____ Education Level _____ Date of Birth ___/___/____ Age _____

DEMOGRAPHIC INFORMATION

Preferred Language: _____ Decline to specify Race: _____ Decline to specify

Ethnicity: Hispanic or Latino Not Hispanic or Latino Decline to specify

REFERRAL INFORMATION

Whom may we thank for referring you to our office? _____

Address _____ Phone (_____) _____ - _____ Fax (_____) _____ - _____

INFORMED CONSENT FOR TREATMENT

Welcome to Graven & Associates, PLLC. This document contains important information about our professional services and business policies. When you sign this document, it will represent an agreement between us. Please read it carefully.

I, _____ (PRINT PATIENT/PARENT/LEGAL GUARDIAN NAME), hereby agree and consent to participate in treatment/testing services provided by my Graven & Associates, PLLC provider. I also agree and consent that Graven & Associates, PLLC providers can consult with each other about treatment/testing or referrals within Graven & Associates, PLLC. If the patient is under the age of 16 (as per Kentucky law) or unable to consent to treatment, I attest that I have legal custody of this individual and am legally authorized to initiate and consent for treatment on behalf of this individual.

Patient Name

Date

Signature

Authorized Representative Relationship/Authority (CIRCLE ONE)
Self Guardian Power of Attorney Other: _____

APPOINTMENTS

Our providers normally conduct a 45- to 60-minute intake evaluation. During this time, you can work with your provider to decide if they are the best person to provide the services you need in order to meet your treatment goals. You can discuss with them the frequency and type of therapy (i.e., individual, couples, family) that would be most beneficial to reduce your symptoms. Once an appointment time is scheduled, you will be expected to pay for it unless you provide 48 business hours (2 business days) advance notice of cancellation unless you and your provider agree that you were unable to attend due to circumstances beyond your control. Appointments scheduled for Monday must be cancelled by 4:00 PM on Wednesday. Please do not come to the office sick—this fee is waived in the event of other circumstances at the discretion of Graven &

Associates, PLLC. Work, school and/or social obligations are not considered circumstances beyond your control. Insurance does not pay for missed sessions. In addition, appointment reminders are a courtesy and it is your responsibility to know the date and time of your appointment.

INSURANCE

It is important to evaluate what resources you have available to pay for your treatment. If you have a health insurance policy, it will usually provide some coverage for mental health treatment. However, it is your responsibility to know what your insurance policy covers and you (not your insurance company) are responsible for full payment of your provider's fees. Further, your provider is not on every insurance panel so it is important that you verify the provider's participation in your network if you will be using your insurance benefits. Ultimately, you are responsible for maintaining coverage through your health insurance. You should also be aware that most insurance companies require you to authorize your provider to provide them with a clinical diagnosis. Sometimes your provider has to provide additional clinical information such as treatment plans, summaries of treatment, copies of an evaluation, or the entire record. By signing this Informed Consent for Treatment you are giving Graven & Associates, PLLC consent to provide treatment information to your insurance company.

ELECTRONIC COMMUNICATION CONSENT

Electronic communication offers an efficient way to communicate with Graven & Associates, PLLC. However, this medium is not without its risks. Communication by telephone, cell phone, text, mail, email, websites, fax, and the like are not secure and thus do not guarantee confidentiality. Though your provider takes many steps to protect confidentiality, if you choose to contact your provider via one of these methods, you are accepting the risk that a third party may intercept our communication. Graven & Associates, PLLC will not be liable for improper disclosure of confidential information that is not caused by our intentional misconduct.

USE OF ELECTRONIC COMMUNICATION, APPOINTMENT REMINDER INFORMATION, and INSURANCE CHANGE

- Phone calls are NOT appropriate for urgent matters or an emergency situation; instead please call 911 or go to your nearest emergency room.
- Providers typically check messages on a regular basis, however there may be exceptions to this. Most calls are returned within 24 to 48 business hours.
- Graven & Associates, PLLC is not liable for breach of confidentiality caused by the patient or any third party.
- You are responsible for informing your Graven & Associates, PLLC of changes in your contact information including address, email, and phone numbers.
- You are responsible for informing Graven & Associates, PLLC of changes in your insurance or billing information.
- Please do not request contact or connection with your provider via social media sites such as Facebook or Linked In. This is potentially a violation of your confidentiality and outside the boundaries of the therapeutic relationship.
- Graven & Associates, PLLC will not email and/or text patients unless it is a means to confirm appointments. The best way to communicate with your provider is via phone, mail, or fax.

Please mark the appropriate selection below.

I **consent** to receive text/email appointment reminders from Graven & Associates, PLLC at the following cell number and/or email address: _____.

I understand that I may revoke this consent at any time by notifying Graven & Associates, PLLC in writing of my decision. I understand that this service is a courtesy offered to me and that I am responsible for remembering my scheduled appointment and may be subject to fees if I do not provide a cancellation notice of 48 business hours (2 business days).

I **decline** to receive text/email appointment reminders from Graven & Associates, PLLC. I understand that I may change this decision at any time by notifying Graven & Associates, PLLC in writing of my decision. I understand that I am responsible for remembering my scheduled appointment time and may be subject to fees if I do not provide a cancellation notice of 48 business hours (2 business days).

CONTACTING YOUR PROVIDER

Your provider may not be immediately available by telephone, but will make every effort to return your call within 24 to 48 business hours. When they are unavailable, Graven & Associates, PLLC administrative team will be happy to take a message and give it to your provider. If your provider will be unavailable for an extended time, you will be provided with the name of a colleague to contact, if necessary. If you are unable to reach your provider and feel you can't wait for them to return your call, call 911 or go to the nearest emergency room and ask for the psychologist or psychiatrist on call.

PROFESSIONAL RECORDS

The laws and regulations of this profession requires that your provider keeps treatment records. You are entitled to receive a copy of your records, or your provider can prepare a summary for you instead unless precluded from doing so by federal or state law. Because these are professional records, they can be easily misinterpreted and/or upsetting to untrained readers. If you wish to see your records, it is recommended that you review them in your provider's presence so the contents can be discussed. Patients will be charged an appropriate fee for any professional time spent in responding to information requests.

OVERVIEW OF CONFIDENTIALITY POLICIES

In general, the privacy of all communications between a patient and a psychologist are protected by law, and your provider can only release information to others with your written permission/authorization. Your provider's general rule, should you see each other outside the office, is to not indicate your provider knows you unless you acknowledge your provider. To prevent a possible breach in confidentiality with awkward introductions, please avoid approaching your provider in public if they are with someone else.

There are a few exceptions to the rule of confidentiality. In most legal proceedings, you have the right to prevent your provider from providing any information about your treatment. Your provider will inform you if they receive a subpoena for your records. In some proceedings involving child custody and those in which your emotional condition is an important issue, a judge may order your provider's testimony if he/she determines that the issues demand it. Additionally, filing insurance claims with your insurance provider, though they contain little clinical information, constitutes confidential protection.

There are some situations in which your provider is legally obligated to take action to protect others from harm, even if your provider has to reveal some information about a patient's treatment. For example, if your provider believes that a child, elderly or disabled person, or another vulnerable adult is being neglected or abused, your provider is required to file a report with the appropriate state agency. By law health care providers MUST report these situations, without exception.

If your provider believes that a patient is threatening serious bodily harm to himself/herself or another person or group of persons, your provider is required to take protective actions. These actions may include notifying the potential victim, contacting the police, or seeking hospitalization for the patient. If the patient threatens to harm himself/herself, your provider may be obligated to seek hospitalization for him/her or to contact family members or others who can help provide protection. By law health care providers MUST report these situations, without exception.

This summary of the confidentiality standards of Graven & Associates, PLLC is provided to emphasize the important information found in the Graven & Associates, PLLC Notice of Privacy Practices. ***Please review the Graven & Associates, PLLC Notice of Privacy Practices carefully for a complete description of your rights concerning your protected health information and how Graven & Associates, PLLC will use and disclose your protected health information.***

WRITTEN CONSENT TO RELEASE INFORMATION FOR PAYMENT AND HEALTHCARE OPERATIONS

"Protected health information" or "PHI" refers to information about you that may identify you and relates to your past, present or future mental or physical health or condition and related health services.

In an effort to facilitate the payment for services that you receive from Graven & Associates, PLLC and our operations related to your care, Graven & Associates, PLLC seeks your informed written consent for the use and disclosure of your PHI by Graven & Associates, PLLC for the limited purposes of (a) obtaining payment for your psychological and related services from insurers, Medicare, Medicaid and others, as applicable, and (b) supporting the business activities of Graven & Associates, PLLC, including

but not limited to, for quality assessment and improvement activities, case management and care coordination, employee review activities, training and supervision of psychological students or psychologists with temporary licensure, and conducting or arranging for other business activities such as audits and administrative services.

Except as provided in the Graven & Associates, PLLC Notice of Privacy Practices and required or permitted by law, all other releases of your PHI will be made only with your specific authorization.

I, _____ (**PRINT PATIENT NAME**), hereby permit Graven & Associates, PLLC and the psychologists or other healthcare professionals involved in my care to use and disclose my protected health information for the payment and healthcare operations activities described above and in more detail in the Graven & Associates, PLLC Notice of Privacy Practices.

Further, I specifically acknowledge and agree that my Graven & Associates, PLLC provider may use and disclose my PHI to Graven & Associates, PLLC employees under the supervision of my provider where such employee becomes involved in my care by virtue of assisting my provider with healthcare diagnosis or treatment at the request of my provider.

I also acknowledge that I have read the information in this document and agree to abide by its terms during the professional relationship. **Additionally, I acknowledge that I was provided the opportunity to review and/or obtain a copy of the Graven & Associates, PLLC Notice of Privacy Practices.**

PROFESSIONAL FEE POLICY

Charges for services are due and payable in full at the time the services are rendered. If you have health insurance coverage, a claim form will be filed on your behalf. In the event the insurance rejects your claim, the amount paid is based on Graven & Associates, PLLC regular fee schedule. You are responsible for paying the balance owed on your account immediately. Your account can be settled using cash, check or credit card. If a statement remains unpaid after sixty (60) days and no satisfactory arrangements have been made, we will pursue collection to the fullest extent permitted by law, which may include the account being sent to collections or small claims court. The cost of any such proceedings will be included in the claim.

Your appointment time is reserved especially for you and you must cancel with 48 business hours (2 business days) notice to avoid a cancellation charge. Regarding *therapy appointments*, if you cancel without 48 business hours (2 business days) notice or miss an appointment, you will be charged \$90. However, regarding *testing appointments*, if you cancel without 48 business hours (2 business days) notice or miss an appointment, you will be charged \$90 per hour you were scheduled to be in the office. Please do not come to the office sick—this fee is waived in the event of other circumstances at the discretion of Graven & Associates, PLLC. Work, school and/or social obligations are not considered circumstances beyond your control.

There is a \$65.00 charge for each fifteen (15) minutes of a telephone consultation lasting longer than one (1) minute. There is a \$65.00 charge for the provider's time required for filling out paperwork related to disability claims, etc. Patients requesting a second copy of their record may be expected to pay \$1.00 per page. Insurance companies will not pay for these fees. (Paperwork required by your insurance company for services rendered is *not* subject to this fee.) Additional copies of any evaluation conducted are \$35.00. Once a proper written request for medical records has been received records will be produced within thirty (30) days. However, if they are needed within two (2) weeks, you may choose to pay an expedited processing fee of \$250.00.

If you become involved in legal proceedings that require your provider's participation, you will be responsible for their professional time. Because of the difficulty of legal involvement, you are expected to pay a flat fee of \$1600.00, which covers the first two hours of court or deposition appearance and one hour of preparation time/phone calls as well an administrative fee. This fee **MUST** be paid prior to your provider's appearance. Additional time will be billed at \$450.00 per hour for preparation time and/or phone calls and \$550.00 per hour for attendance at any legal proceedings. Insurance companies will not pay for this fee. All legal fees are non-refundable.

In the event that an overpayment is made, the patient or legal guardian/power of attorney will be contacted as soon as all claims have been processed. Reimbursements will be issued in the form of a check from Graven & Associates, PLLC. This check can be picked up in office during normal business hours or if the patient or legal guardian/power of attorney desires it can be certified mailed to the patient or legal guardian/power of attorney for a fee of \$10 which will be deducted from the

reimbursement check. In the event that this check is lost or misplaced, the check will be re-issued to the patient or legal guardian/power of attorney. A \$60.00 processing fee will be deducted from the reimbursement and the patient or legal guardian/power of attorney will be required to come into the office during normal business hours to receive the check. A \$60.00 processing fee will be charged for checks returned by the bank due to nonsufficient funds. Further, we reserve the right to request to have the patient or legal guardian/power of attorney pay for future sessions by credit card or cash if a check has been returned.

Credit Card on File Policy

To streamline our billing process and ensure timely payment for services, Graven & Associates, PLLC asks all patients to have a valid credit card on file prior to receiving care. This card will be stored securely in compliance with Payment Card Industry (PCI) standards and will only be charged under the following circumstances:

1. **Outstanding Balances:** For any unpaid balances that are the patient's responsibility after insurance has processed the claim (e.g., copays, coinsurance, deductibles, or non-covered services).
2. **Late Cancellation/No-Show Fees:** For missed appointments or cancellations made without sufficient notice, as per Graven & Associates, PLLC's cancellation policy, which has been provided to you.
3. **Pre-Authorized Payments:** For services or procedures scheduled in advance, as agreed upon during the scheduling process.

By signing below, I attest that I understand, consent, and agree to all the information of the above in this document.

Patient Name

Date

Signature

Authorized Representative Relationship/Authority (*CIRCLE ONE*):
Self Guardian Power of Attorney Other:_____

