

Name:							
Address:							
City:	State:		Zip:				
DOB:	Age:			Sex:		SS#:	
Phone # Home:			Work:		C	Cell:	
Employer:				Occupation:			
Emergency Contact:				Emergency Contact #:			
Who has custody of Mino	or/Relation						
		Iı	nsurance I	information			
Primary Insurance Car	rier:						
Policy Holder Name:						DOB:	
Relationship to Patient:						SS#:	
Address (if different):							
City:		State:			Zip		
Policy ID:				Group #:			
Policy Holder Phone:				Insurance company Phone:			
Secondary Insurance C	arrier:						
Policy Holder Name:						DOB:	
Relationship to Patient:					SS#:		
Address (if different):							
City:		State:			Zip		
Policy ID:				Group #:			
Policy Holder Phone:			Insurance company Phone:				
Financial Responsibility							
Name of Responsible Party (if different):							
Relationship to Patient:							
Address (if different):							
Phone # Home:			Work:		C	Cell:	
		Prim	ary Care	Provider (PCP)			
PCP Name:				1			
PCP Telephone Number:				PCP Fax Number:			
Authorization to Release notes):	Medical I	nformati	on to PCP	(includes office vis	sit () Yes () No	

Release of Information

Patient Name:]	Date of Birth:	//
Please document below partie	s that vo	ou would a	ıllow medica	al informa	tion to be relea	sed to. It is often
helpful in coordination of care						
Name of Person		ationship atient	Telephone Number		Medical Information	Appointments
Pharmacy Name/Location: *Release of information pertaining only	to appropr	riate prescript	ion information		Phone	2:
Permission to Call Home or G		() Yes	() No	Preferred	 l #:	
Permission to Leave Voicema	ail?	() Yes	() No			
Permission to Email		() Yes	() No	Email:		
Permission for Reminder call/text		() Yes	() No Preferred method:			
means a third party may be able to For Minors: Due to concerns with custody,						
If this is not the current repres make medical decisions? () Y			ive permissi	ion for any	other parent/	guardian to
Name of person(s):						
I hereby authorize the release of the right to decline release of in changes that I wish to make in contact other provider/caregiv	nformati writing	ion to the a . I underst	above partie tand that in	s at any tir emergency	ne and will no situations the	tify staff of any provider may
Signature of Patient/Guardian	n:				Date:	

Policies and Procedures

<u>Insurance Verification:</u> Payment is due at the time of the office visit (copy/deductibles etc.) Please be sure to verify coverage prior to your first visit. You as a patient are responsible for understanding your benefits for coverage. This helps to assure that the provider you are seeing is covered with your benefits. We do our best to help estimate patient costs including co-pays, co-insurance, deductibles and out of pocket limits. The information provided is often not up to date when patients present to the clinic, and we do our best to work with the information provided to us.

Insurance Filing: Please note that we will file your claims with the insurance providers as a courtesy. We require that you provide a current ID and copy of the insurance card. These may change over time, and we require that you inform us of any changes and provide copies of new insurance cards/information. It is important that we have the most up to date information as any errors in your information can result in denied claims. This includes insurance policy ID numbers, address changes, name changes, and telephone numbers. There may also be remaining fees because of insurance coverage or denied claims. Denied claims will result in your visit being billed at our clinics self-pay rates.

By signing this agreement, you authorize Angel Oak Counseling to release all medical information necessary to your insurance company to secure payment.

Billing Service:

Please note that Angel Oak Counseling utilizes an outside agency, Practical Management Solutions, for the purposes of billing and submitting claims to insurance providers. These individuals are provided limited access to patient demographics as required for the billing process and maintain appropriate HIPAA compliance. We will work to assist in explaining balances in office, but request that questions about outstanding balances be directed to that service at (843) 620-3763. Payments can be submitted directly to the outside billing service, or you may call the office to submit payment.

Referrals and Authorizations: As a specialist, some insurance companies require that prior to any visit you must obtain an authorization or referral from your primary care physician. It is your responsibility to know if this is required by your insurance and, if so, to obtain the referral. If this is not done 48 hours before your appointment, you will be asked to either reschedule your appointment or pay the full amount for all services on the day of service. If your insurance company rejects a claim because a valid authorization or referral was not in place, the full cost of the visit will be your responsibility.

Appointment/Cancellation/No-show/Late Arrivals Policy: Patients are responsible for scheduling follow up visits after each session. It is also the patient's responsibility to be aware of any upcoming appointments. We require 24-hour notice for cancellations, otherwise you may be charged a fee relative to the time of your scheduled appointment. You may also be charged for not showing up to your scheduled appointments. Should you arrive more than 15 minutes late for any appointment, you will be asked to reschedule so that an appropriate amount of time and attention may be devoted to your care. You will still be responsible for payment of the missed session. This fee is not covered by insurance and cannot be submitted for insurance reimbursement

<u>Medication Requests:</u> Please be proactive in monitoring the need for refills. We ask that you allow 24-48hrs for all refill requests. We do not respond to fax/email or patient portal requests for prescriptions refills. Our office does require an appointment for any medication changes. Medication refills will only be provided to patients who have been seen within 90 days of the last completed appointment. If the request falls outside of this timeframe, this will result in the patient being provided with the next available appointment which may result in a lapse in medication.

Business Hours/After Hours Communication:

Office hours are Monday through Friday from 9am-9pm. Our office is closed on the weekends and major holidays. We do not provide 24/7 call-coverage at our office. Please note that in case of emergency, we advise you to call 9-1-1 or go to your local emergency room.

• Phone Calls- Most routine calls are returned within 48 hours during the above stated business hours. This is our preferred method of communication. We do not communicate via text. * A fee may be charged for clinical phone calls between appointments. This fee is not covered by insurance. Please note that all communications will be added to your medical records

- **Emails** We do not disclose any PHI, including records, through email. These communications are not protected and cannot be guaranteed as private. Please note that all communications will be added to your medical records. Email is not for urgent/emergency messages.
- OnPatient Portal- This is a secure method of communication. Portal communication is not for emergency or urgent issues. Please do not send us a message through the portal that is of an urgent or emergent nature. Please note that all communications will be added to your medical records.

*All messages received after hours, on weekends, or holidays are reviewed the next business day. Please allow at least 1-2 business days for a response

Office/Administrative Fees:

Please note that office staff is often required to provide documentation to patients, providers, and outside agencies. The following are rates for the services rendered to complete that service.

• Letters/Forms/Completed Paperwork for outside agencies: We will try to complete all work during our scheduled sessions. It may occasionally be necessary for us to charge on a prorated basis for professional services that require extensive time commitment such as report/letter writing, completing forms, telephone conversations lasting longer than 5 minutes, and consultations with other professionals that you have requested.

(Forms will only be completed with a scheduled appointment.)

• Copies of Medical Records: \$25.00 Medical records requested for the patient's own use carry a charge and may be provided in the form of a treatment summary at the discretion of the physician. Parts of your record that could potentially be detrimental to your psychological well-being may be withheld.

*We ask that you allow 24-48 hours turnaround time for the requested forms to be completed.

<u>Mental Health Records:</u> Medical records are required by law. Our clinic currently uses an electronic health record (EHR) to record and store patient information. This EHR system is secure and abides by the HIPAA laws/regulations. However, as with all electronic systems, there are factors that are sometimes outside of our control. We will always strive to ensure your information is kept confidential and compliant with HIPPA regulations. We reserve the right to change electronic health record systems at any time.

<u>Discontinuation of Treatment:</u> The physician may discontinue treatment with a patient usually for one of the following reasons:

- Non-payment of your account.
- Canceling/missing appointments too often.
- Non-compliance with treatment recommendations.
- Withdrawal of treatment is necessary due to medical, financial, or legal problems or geographic relocation.
- Lack of attendance and/or motivation prevents further progress toward goal achievement.
- Inappropriate behavior relative to self, staff, or other clients (i.e., threatening and/or intimidating behaviors)
- Modification of medications prescribed by your physician is made by patient without first consulting the physician or a covering physician.
- Obtaining psychiatric medications from another prescriber.
- Failure to comply with the provisions of the Policies and Procedures as stated in this document.
- Successful completion of the treatment program initially agreed upon, implying that the patient has made significant progress toward meeting treatment goals.
- Patient chooses to terminate treatment.

If you foresee problems in any of these areas, please let your physician know your concerns. If you decide to discontinue treatment, you can do so at any time in person, by phone, or in writing. If you discontinue treatment without notifying your physician, it will be assumed that your therapeutic relationship with him or her terminated 90 days after your last visit,

unless you have an appointment scheduled for a future date, beyond which Angel Oak Counseling carries no further responsibility for your care. You may re-enter treatment with your physician if your treatment ended in good standing, and he/she is accepting new patients.

<u>Patient Etiquette:</u> Disrespectful/abusive behavior or harassment towards office staff or physicians will not be tolerated and patients will be immediately terminated from the practice should this occur.

<u>Third Party Entities:</u> Angel Oak Counseling does utilize outside agencies to help provide services to patients. These companies are HIPAA compliant, and we have appropriate BAAs with each company. These individuals are provided limited access to patient demographics. Below are the companies we have a BAA with:

- Genesight (genetic testing)
- Genomind (genetic testing)
- Cambridge Sciences (ADHD Assessments)
- Athelas (remote patient monitoring)
- Practical Management Solutions (billing)

HIPAA

Angel Oak Counseling is required by the Health Insurance Portability & Accountability Act (HIPAA) to provide confidentiality for all medical/mental health records and other individually identifiable health information in our possession. This Notice is to inform you of the uses and disclosures of confidential information that may be made by Angel Oak Counseling, and of your individual rights and Angel Oak Counseling's legal duties with respect to confidential information.

Release of Information

Please complete a release of information form to indicate any parties to which you wish to have your
protected health information (PHI) released. Other than the indicated parties, our clinic may release the
information for payer-source purposes (insurance companies).

Disclosures that do not require authorization to release your PHI:

- Disclosure required by law, such as a court order by a judge.
- Disclosure for use in judicial or administrative proceedings, such as a malpractice case or board complaint.
- Disclosure to maintain safety of patients or others, such as communication with probate court for commitment.
- Disclosure during emergent care situations, such as discussing care with emergency room providers.
- Disclosure for suspected abuse, neglect, or domestic violence, as required as a mandated reporter and for duty to warn.

Telehealth Policies and Consent

Introduction

Telepsychiatry is the delivery of psychiatric services using interactive audio and visual electronic systems where the psychiatrist and the patient are not in the same physical location.

The interactive electronic systems used in telepsychiatry incorporate network and software security protocols to protect the confidentiality of patient information and audio and visual data. These protocols include measures to safeguard the data and to aid in protecting against intentional or unintentional corruption.

My Rights

I understand that the laws that protect the privacy and confidentiality of medical information also apply to telepsychiatry. I understand that the telepsychiatry platform used by Angel Oak Counseling is encrypted to prevent the unauthorized access to my private medical information.

I have the right to withhold or withdraw my consent to the use of telepsychiatry during my care at any time.

I understand that my withdrawal of consent will not affect any future care or treatment.

I understand that the Angel Oak Counseling provider has the right to withhold or withdraw his consent for the use of telepsychiatry during my care at any time.

I understand that all rules and regulations which apply to the practice of medicine in the state of South Carolina also apply to telepsychiatry.

My Responsibilities

I will not record any telepsychiatry sessions without written consent from the Angel Oak Counseling provider.

I understand that all Angel Oak Counseling providers will not record any of our telepsychiatry sessions without my written consent.

I will inform the Angel Oak Counseling provider if any other person can hear or see any part of our session before the session begins. Any Angel Oak Counseling provider will inform me if any other person can hear or see any part of our session before the session begins.

I understand that I, not the Angel Oak Counseling provider, am responsible for the configuration of any electronic equipment used on my computer which is used for telepsychiatry.

I understand that it is my responsibility to ensure the proper functioning of all electronic equipment before my session begins. I understand that I must be a resident of the state of South Carolina to be eligible for telepsychiatry services from Angel Oak Counseling.

I understand that my initial evaluation will not be done by telepsychiatry except in special circumstances under which I will required to verify my identity to his satisfaction before the evaluation.

I understand that medication evaluation and management will require in office visits and will not be provided via telepsychiatry.

I accept financial responsibility for my appointments should my insurance provider not cover medical expenses related to telepsychiatry services.

Patient Consent to The Use of Telepsychiatry

I have read and understand the information provided above regarding telepsychiatry, have discussed it with an Angel Oak Counseling provider and all of my questions have been answered to my satisfaction. I hereby give my informed consent for the use of telepsychiatry in my medical care and authorize Angel Oak Counseling to use telemedicine during my diagnosis and treatment.

Credit Card Authorization

I consent to Angel Oak Counseling having my credit card on file and understand that I will be billed for the balance of my session on the day of my appointment.

<u>Informed Consent and Treatment Agreement for Controlled Substances</u>

Your licensed prescribing practitioner has indicated that a controlled medication may assist in your symptomatic relief. Controlled medicine can be dangerous and habit forming. These medicines must be taken only as prescribed by your doctor. Please read this agreement thoroughly and ask any questions you may have.

If you agree and fully understand the benefits and risks of the medications, sign, and date below.

- I understand that the medication I am being prescribed may cause addiction, but my licensed prescribing practitioner feels it is necessary for treatment of my condition. My practitioner has explained to me the potential risks, the potential shortand long-term side effects; the risk of drug interactions and over-sedation; the risk of misuse and overdose. I accept these risks.
- I agree to take this medication only as prescribed by my licensed prescribing practitioner.
- I agree to attend all scheduled appointments with my physician, APRN, or PA.
- I understand that refills will not be given early.
- I will not obtain controlled substances from any other providers unless authorized by my primary prescriber, because it may be considered illegal to obtain controlled substances from multiple providers. I understand that these medications are for my personal use only.
- I understand that it is illegal, and can be reported to the police, to give or sell my medication to others. I understand that it is illegal for me to use medications that are not prescribed to me.

- I understand that I am responsible for my own medication. Lost or stolen medication will not be replaced.
- I give up the right to privacy protections regarding my prescription for controlled substances. The prescriber or their staff may talk with other healthcare practitioners, pharmacists, or family members to confirm appropriate medication use.
- I agree to submit to random drug screening tests when ordered by my prescriber, and I will be responsible for payment for the tests.
- If requested of me, I agree to bring my medication bottle(s) to the office for the purpose of a pill count.
- I understand that I may obtain my controlled substances from only one pharmacy, and it will be in South Carolina, and I agree to update my physician's office of any changes in the pharmacy I use.
- I understand these medications may impair my ability to drive and/or operate heavy machinery.
- I agree to not use alcohol or any illegal substances, including but not limited to marijuana, cocaine, or any other "street drugs".
- I agree to notify my prescriber should I become pregnant while taking these medications.
- I agree to inform and have informed my prescriber of all medications that I currently take (prescribed and or over the counter) as well as any illegal substances or alcohol that I have consumed. I have further informed my prescriber of any known medication allergies or any known adverse medication side effects.

I have reviewed this Informed Consent and Treatment Agreement for Controlled Substances. I understand it and continue to agree to honor the Agreement. I understand that failure to do so may result in my discharge from Angel Oak Counseling.

By signing below, you certify that you have read and understand the terms stated in this Policies and Procedures Treatment Consent Form. You agree to abide by the terms stated above throughout the course of the professional relationship.
Patient/Guardian Signature

Angel Oak Counseling Intake Form

Please complete all information on this form and bring it to the first visit.

Name		Date				
What is the problem(s) for w 12.						
Current Symptoms Checkl () Depressed mood () Unable to enjoy activities () Sleep pattern disturbance () Loss of interest () Concentration/forgetfulness () Change in appetite () Excessive guilt	ist: (check once for any syn () Racing thoughts () Impulsivity () Increase risky behavior () Increased libido () Decrease need for sleep () Excessive energy () Increased irritability	ptoms present, twice for a () Poor focus () Distractibility () Interrupting others () Getting off task () Mood Swings () Checking Behaviors () Difficulty in crowds	major symptoms) () Excessive worry () Anxiety attacks () Avoidance () Hallucinations () Suspiciousness () ()			
() Fatigue () Decreased libido	() Crying spells	() Nightmares				
-	llowing. If NO, please skip to ou don't want to live? () Yes thoughts? had thoughts of dying? ntly to make you feel this water?	the next section. () No y?				
•	e readily available?					
Is there anything that would Have you ever tried to kill or	stop you from killing yourse	f?				
Past Psychiatric History: Outpatient treatment () Yo Reason	es () No If yes, Please descr Dates Treated	ibe when, by whom, and na by Who				
Psychiatric Hospitalization	ı () Yes () No If yes, descri	be for what reason, when a	nd where.			
Reason	Date Hospitalized	Where				

Current Psychiatric Medications:				
Please list Name, Dose and Times of Day				
	ve ever taken any of the following medications, please indicate the (if you can't remember all the details, just write in what you do			
<u>Antidepressants</u>				
	()Lexapro (escitalopram)			
	()Celexa (citalopram) ()Paxil (paroxetine)			
	()Viibryd (vilazodone)			
	()Effexor (venlafaxine)			
() Fetzima (levomailnacipran)	() Pristiq (desvenlafaxine)			
() Wellbutrin (Buproprion)	() Remeron (mirtazapine)			
() Elavil (amitriptyline)	() Serzone (nefazodone)			
	() Anafranil (clomipramine) () Pamelor (nortriptyline)			
Mood Stabilizers	() I ameior (nortripty) inter-			
()Tegretol (carbemazapine)				
()Lamitcatl (lamotrigine)				
()Lithium	() Depakote (valproate)			
()Other	Topamax (topiramate)			
Sleep Medications	()			
() Ambien (zolpidem) () Sonata (zaleplon)	() Neurontin (gabapentin)			
() Restoril (temazepam)	() Lunesta (eszoniclone)			
() Rozerem (ramelteon)	() Descript (transdams)			
() Tylenol PM/Zzzquil)() Clonidine				
(, cromonic				
	() Melatonin() Benadryl (diphenhydramine)			
	() Other			

ADHD/Stimulants	
() Adderall (amphetamine)	
() Adderall XR	
() Vyvanse	
() Mydayis	()Evekeo
()Focalin XR	() Adzenys
() Daytrana patch	() Dyanavel
() Methylin	() Zenzedi
() Procentra	() Kapvay (clonidine)
() Aptensio ER	
() Tenex (guanfacine)	
() Intuniv	
() Other	_
Anxiety Medications	
	() Xanax (alprazolam)
	() Tanxene (clorazepate)
	() Buspar (buspirone)
() Serax (oxazepam)	() Neurontin (gabapentin)
() Vistaril (hydroxyzine)	() Meprobamate
() Other	
Anti-psychotic Medications	
() Abilify (aripiprazole)	()Zyprexa (olanzepine)
() Geodon (ziprasidone)	· / 1 · /
() Seroquel (quetiapine)	
() Rexulti (brexipiprazole)	()=
() Latuda (lurisadone)	
() Vraylar (cariprazine)	· / · · · · · · · · · · · · · · · · · ·
() Clozaril (clozapine)	
() Other	
Family Psychiatric History:	
Has anyone in your family been diagnosed v	with or treated for:
Bipolar disorder () Yes () No	Schizophrenia () Yes () No
Depression () Yes () No	Post-traumatic stress () Yes () No
Anxiety () Yes () No	Alcohol abuse () Yes () No
Anger () Yes () No	Other substance abuse () Yes () No
Suicide () Yes () No	Violence () Yes () No
ADHD/ADD () Yes () No	
If yes, who had each problem?	
Has any family member been treated with a ps	
If yes, who was treated, what medications did t	hey take, and how effective was the
treatment?	

Educational History:	GED 3	0	
Do you have a high school diplom			
Did you attend college?			
What is your highest educational le	evel or degree attained?		
O			
Occupational History:		D: 11 1/\D	
Are you currently: () Working ()		, ,	
What is/was your occupation?			
Where do you work?	2 70 1 11	1 1 1 0	······································
Have you ever served in the milita	ry? If so, what bran	ch and when?	
Relationship History and Curren	•		
Are you currently: () Married ()	Partnered () Divorced () S	ingle ()Widowe	ed
Do you have any Children?			
Who lives at home with you?			_
Do you feel you have a good sup	port network?	 	
Stress Factors:			
Financial:			
Relationship:			
Legal:			
Occupational:			
Educational:			
Do you have a history of being about	• • • • • • • • • • • • • • • • • • • •		
Do you have a history of being about	• • • • • • • • • • • • • • • • • • • •		
Trauma History: Do you have a history of being about describe when, where and by whom Past Medical History: Allergies	m:		
Do you have a history of being about describe when, where and by whom Past Medical History: Allergies List ALL current non-psychiatri	m: Curre	nt Weight	Height
Do you have a history of being about describe when, where and by whom Past Medical History: Allergies List ALL current non-psychiatri none)	Curre	nt Weight	Height u take them: (if none, write
Do you have a history of being about describe when, where and by whom Past Medical History: Allergies List ALL current non-psychiatri	m: Curre	nt Weight	Height
Do you have a history of being about describe when, where and by whome	Curre	nt Weight	Height Height a take them: (if none, write
Do you have a history of being about describe when, where and by whome	Curre	nt Weight	Height Height at take them: (if none, write
Do you have a history of being about describe when, where and by whome	Curre	nt Weight	Height Height at take them: (if none, write
Do you have a history of being about describe when, where and by whome	Curre	nt Weight	Height Height at take them: (if none, write
Past Medical History: Allergies List ALL current non-psychiatri none) Medication Name	Curre c prescription medications a Total Daily Dosage	nt Weight nd how often you Estimate	Height I take them: (if none, write d Start Date
Past Medical History: Allergies List ALL current non-psychiatri none) Medication Name	Curre ic prescription medications a Total Daily Dosage as or supplements:	nt Weight nd how often you Estimated	Height I take them: (if none, write d Start Date
Do you have a history of being about describe when, where and by whom Past Medical History: Allergies List ALL current non-psychiatri none)	Curre c prescription medications a Total Daily Dosage as or supplements:	nt Weight nd how often you Estimate	Height I take them: (if none, write d Start Date
Do you have a history of being about describe when, where and by whome and by whome and by whome are also as a second problem of the problem	Curre Total Daily Dosage as or supplements: ic hospitalization, or surgeries:	nt Weight nd how often you Estimate	Height I take them: (if none, write d Start Date

For women only:			
Date of last menstrual period			
Are you currently pregnant or do y	•) Yes () No.
Are you planning to get pregnant s			
Birth control method			
How many times have you been pre	gnant?		
How many live births?			
Do you have any concerns about y Date and place of last physical example.		· · · · · · · · · · · · · · · · · · ·	l like to discuss with us? () Yes () No
Personal and Family Medical Hi	story:		
	You	Family	Which Family Member?
Thyroid Disease	- ()	()	
Anemia	()	()	
Liver Disease	- ()	()	
Chronic Fatigue	()	()	
Kidney Disease	- ()	()	
Diabetes	()	()	
Asthma/respiratory problems		()	
Stomach or intestinal problems		()	
Cancer (type)		()	
Fibromyalgia	- ()	()	
Heart Disease	- ()	()	
Epilepsy or seizures	()	()	
Chronic Pain	()	()	
High Cholesterol	()	()	
High blood pressure	- ()	()	
Head trauma	- ()	()	
Liver problems	- ()	()	
Other	()	()	
Substance Use:			
Have you ever been treated for alcohol	ol or drug use	or abuse? () Yes ()	No
•	_		
If yes, where were you treated and what	hen?		
How many days many work do you de		<u> </u>	
How many days per week do you drin			
What is the least number of drinks yo			
What is the greatest number of drinks	•	<u> </u>	
<u>-</u>	-	-	you have consumed in one day?
Have you ever felt you ought to cut d	•		
Have people annoyed you by criticizi			
Have you ever felt bad or guilty about	•		• •
Have you ever had a drink or used dr	ugs mist tning	m the morning to stea	any your herves or to get fid of a
hangover? () Yes () No		1	() N ₂
Do you think you may have a probler	n with alcohol	or arug use? () Yes	() INO

Have you used any street dru If yes, which ones?	-	
Have you ever abused presc If yes, which ones and for ho	-	() Yes () No
Tobacco History: How you ever smoked cigare Currently? () Yes () No How many packs per day on How many years? In the past? () Yes () No How many years did you smol When did you quit? Pipe, cigars, or chewing tobac In the past? () Yes () No What kind? How often per day on average How many years?	Yes No ()	es () No
Signature:		Date:
Guardian Signature (if under a	nge 18):	Date: