

PATIENT COPY
REFERRAL RESOURCES

Behavioral Healthcare Northwest, P.C.
10000 SE Main, Suite 148, Portland, OR 97216
Phone #: 503 252-9690 After Hours #: 503 294-1555

Many individuals and group health insurance policies today have limits on them. These limits sometimes include the types of problems covered, the total dollar amount allowed to cover mental health problems and a process of management or review of your benefits during treatment to determine frequency, type and length of treatment. In addition, your policy may have different ways of covering inpatient and outpatient treatment.

Our office is willing to work with you within the limits of your particular situation. However, it is important that you understand that the conditions of treatment may be influenced by your insurance carrier's policies. You or the provider may not believe that terminating treatment is in your best interest when your insurance carrier's liability to provide treatment benefits is no longer in force. At that point you have the options to: 1. Continue with your current therapy and assume financial responsibility for the treatment yourself. 2. Terminate therapy if you and the provider are in agreement that you are ready. 3. Terminate therapy against the advice of the doctor realizing that he cannot force you to receive treatment here or elsewhere. 4. Receive a referral and transfer your treatment to another therapist or clinic that is more convenient for you. The following list of Portland metro area resources was compiled to assist you should you need care that extends beyond our office.

COUNTY MENTAL HEALTH RESOURCES:

Mult.County Crisis Line	Hotline Only, they can give referral walk-in or mobile	503 988-4888
Plaza Urgent Walk-in Clinic (for anyone)	2415 SE 43rd Portland, Oregon 97206(24 hours, 7 days a week)	No phone #
Verity Integrated Behavioral Health Care Systems (was Cap Care)		503 988-5887
Clackamas County Mental Health	998 Library Ct. Oregon City, OR 97045	503 655-8401

COMMUNITY MENTAL HEALTH RESOURCES

Cascadia Administration (People residing in Mult., Marion, & Clark County)	503 238-0769
<u>Cascadia Central Intake</u>	503 674-7777

MISCELLANEOUS RESOURCES:

CareMark Access	3001 N Gantenbein	Portland, OR 97227	503 413-4848
Columbia River Mental Health	6926 E 4 th Pl. Blvd	Vancouver, WA 98661	360 993-3000
Men's Resource Center	12 SE 14 th	Portland, OR 97214	503 235-3433
Shepherd's Door/Woman's safe haven	13207 NE Halsey St	Portland, OR 97230	503 256-2353
William Temple House	2023 NW Hoyt	Portland, OR 97209	503 226-3021
Women's Crisis Line	Hotline & Transportation to Safety (24 hour hotline) also, Sexual Assault Program		503 235-5333

HOSPITAL EMERGENCY ROOMS:

Adventist Medical Center.	10123 SE Market	Portland, OR 97216	503 251-6155
Providence Medical Hospital	4805 NE Glisan	Portland, OR 97213	503 215-6000
St. Vincent Hospital	9205 SW Barnes Rd.	Portland, OR 97225	503 216-2361
S.W. Washington Medical Ctr.	400 NE Mother Joseph Pl.	Vancouver, WA 98668360	514-2064
		From Portland:	503 972-3000

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BEHAVIORAL HEALTHCARE NW INFORMED CONSENT TO TREATMENT, OFFICE PROCEDURES & FINANCIAL AGREEMENT

INFORMED CONSENT TO TREATMENT

1. Please feel free to ask questions about any aspect of the counseling processes.
2. If you have been referred by a court or state agency, although you have the right to divulge only what you want to be included in a report, it may affect how the court or agency decides the matter that led to your referral.
3. You will need to be willing to discuss what troubles you and be open to change.
4. You may remember unpleasant events, arouse intense emotions and/or alter close relationships.

CONFIDENTIALITY

1. Information shared will be held in confidence. It will not be released without your written consent, except for professional consultation if needed, and unless required by law.
2. We are required by law to disclose information pertaining to suspected child, dependent adult, and elder abuse, inability to care for one's basic needs for food, clothing, or shelter, and threatened harm to oneself or others. Lawyers may, in select cases, subpoena counseling records.
3. Information regarding treatment and diagnosis may be provided to your insurance company(-ies) for reasons among which include case review, payment review, benefit management, etc.
4. If you have any concerns about disclosure of confidential medical information, please discuss this with your provider.
5. Electronic communication is reserved for administrative purposes only. Any information shared via email, or other electronic platform is not confidential. Although we strive to maintain the highest level of security and confidentiality, **email is private but not guaranteed confidential. Please do not send confidential information via email.**
6. **Social media and other similar platforms are not used to respond, schedule, or communicate.** Please call the front desk for any inquiries, or to schedule an appointment. Electronic communication may put your privacy at risk, and can be inconsistent with the law and standards of this profession. **Although you are welcome to view our Facebook page, (BehavioralhealthcareNW), it is for your convenience to inform of general inquiries only; commenting, messaging, posting, etc. functions are disabled.** Additionally, we do not encourage or suggest you to “like” our Facebook page, as it creates a greater likelihood of compromised client confidentiality. “Liking” our Facebook page may compromise your privacy depending on your personal settings. There is a possibility that your other “friends” may see the companies you have “liked.”

LEGAL EVALUATIONS

1. If you are involved in or anticipate being involved in legal or court proceedings, please notify your provider as soon as possible. It is important for them to understand how, if at all, your involvement in these proceedings might affect our work together.
2. In the event that you are entering treatment because you have been asked to obtain a psychological evaluation, it is important for you to know the difference between treatment and an evaluation, and to recognize that treatment is not a substitute for an evaluation or an appropriate method to obtain evaluation results. If you need an evaluation we will be happy to assist you to find a provider that offers this service.

EMERGENCIES

1. In case of an emergency please dial 911 or the Multnomah County Crisis Hotline at 503-988-4888.
2. During normal business hours you may call our office at 503-252-9690. **Please indicate to the receptionist, this is an emergency or crisis situation.**
3. If the front desk is unavailable, you may contact our 24-hour confidential answering for emergency use only (**503-294-1555**).

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**BEHAVIORAL HEALTHCARE NW
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APPOINTMENTS

1. All office visits are by appointment only and are scheduled with our receptionist (or your provider). Please arrive 5-10 minutes early, as you may lose minutes from your appointment time when you arrive late. The length of time for an evaluation or psychotherapy appointment is dependent upon your insurance coverage, but usually 45-55 minutes.
2. All appointments must be in-person & in-office. Phone, Skype, home & hospital sessions are not scheduled. In emergency situations, alternative arrangements may be discussed with the prescribing therapist on a case-by-case basis, however, we cannot bill insurance in these situations.
3. **Our Cancellation and/or No-Show Appointment Policy requires twenty-four (24) hours notice, or by noon on Friday (for Monday appointments) if an appointment must be canceled or rescheduled. Late cancellations or no-shows are subject to a \$90 fee. The full payment of this fee is your responsibility, as it is not covered under insurance billing.**
4. In the case of illness, please notify our receptionist as soon as possible and no later than 8:30 A.M. on the day of your appointment. Please leave a voicemail message if our office is closed. Our voicemail is confidential. You will not be charged when ill, but please give as much notice as possible to allow your appointment to be filled from the cancellation list.
5. If your appointment is canceled or missed, please re-contact our office for a new appointment time.

HOURS OF OPERATIONS

Front Desk Hours:

M-Th: 8:00 AM - 4:00 PM
F: 8:00 AM - 12:00 PM
Sat & Sun: Closed

Appointment Hours:

*Appointments may be scheduled depending on therapist availability
M: 8:00 AM - 7:00 PM
T: 7:00 AM - 4:00 PM
W: 7:00 AM - 7:00 PM
Th: 7:00 AM - 4:00 PM
F: 7:00 AM - 1:00 PM

FEES

1. Except in the case of minors or when other arrangements are made, the person receiving the counseling service is financially liable.
2. Patients paying on a cash basis (not billing any insurance) are expected to make payment in full at the time of service, unless a payment plan has been previously arranged. We accept credit card, personal checks and cash.
3. Our office will bill your health insurance company if complete information is provided and proper authorization was obtained prior to the visit. Please verify whether your coverage includes outpatient psychotherapy by our licensed professional. If your policy requires pre-authorization to receive services, our office can assist you, but it is your responsibility to insure that it is handled prior to the visit. You are ultimately responsible for payment of your account.
4. Insurance billing only covers office visits. Although the therapist may answer phone calls in crisis situations or on a case-by-case basis to answer questions or touch base, phone calls, Skype calls, home or hospital visits cannot be billed to insurance and are generally not scheduled.
5. Patient portions, co-payments, and/or deductibles are due at the time of service. You will only receive statements if patient portions are due after insurance claims are processed. Please pay statement balances due by the 20th of the month. Please pay balances in a timely manner.
6. Accounts become delinquent after thirty (30) days. Delinquent accounts may be sent to a collection agency, unless prior arrangements and/or payment plans are made with the Dr. or billing company.