

Patient Expectations- Psychiatric Services

Welcome to Sherman Counseling Management. In order for the psychiatric providers to offer you the best possible care and to support the therapeutic treatment relationship, it is important to understand your role in treatment. **Failure to follow the below patient expectations may result in discharge from psychiatric care.**

Attendance of Appointments: Missing appointments prevents you from receiving high quality treatment. You may be discharged from care if you have two or more late cancellations and/or two or more no shows, or if you fail to follow-up at the appointment frequency determined by your provider. You need to arrive on time for your appointment, allowing enough time for the check-in process so you are ready at the scheduled time. If you are late and there is not enough time remaining to provide you with proper care, your provider may ask you to reschedule. We respect your time and we will make every effort to stay on schedule. Please understand that clinical emergencies may occasionally delay the start of your appointment. Help us stay on schedule by respecting the time limitations of your appointment. If you would like to have a family session, please arrange this ahead of time so additional appointment time is scheduled.

Behavior: We strive to always treat you with the dignity and respect. We, in turn, expect you to treat your provider and all office staff at Sherman Counseling with respect and not disrupt the care of other patients. You will be discharged from services if you behave inappropriately to any staff person or fellow patient.

Cancellations: Please give at least 24 hours notice when cancelling an appointment. Except in the case of emergency, failure to give at least 24 hour notice or missing your appointment will result in a missed appointment/late cancellation fee. This will be charged to you directly and will not be covered by insurance. We understand that emergencies arise and will occasionally give reasonable exceptions on a case by case basis. In cases of severe weather when travel is dangerous and local schools have been closed, if you call prior to your appointment, it will not be considered a late cancellation.

Following the Treatment Plan: It is very important to follow your provider's treatment recommendations. This not only applies to medication management but also non-medication treatment recommendations, such as regular engagement in therapy, lifestyle recommendations, and entering a higher level of care.

Medications: If you do not feel that your medications are working as intended, please call psychiatric services during regular business hours and schedule a sooner appointment to discuss these concerns with your provider. Do not make medication changes on your own; this includes: stopping medications, changing the dose of a medication, restarting a discontinued medication, or taking a medication not prescribed to you. Doing so is potentially dangerous. Psychiatric medication prescriptions may only be obtained from your psychiatric provider at Sherman Counseling (for example, do not also seek psychiatric medication recommendations from your primary care provider). If a refill is needed between appointments, please call during

regular business hours and allow at least 1 business day for processing. After hours refill requests will not be honored.

Controlled Substances: Your provider retains the right to not prescribe controlled substances based on a patient's past drug and alcohol abuse, clinical contraindications, or professional judgment. If a controlled substance is prescribed, a strict controlled substance agreement will be signed and enforced.

Safety: Your provider's priority is maintaining safety. You must share that same priority to maintain a therapeutic treatment relationship. If you feel you are at risk of harming yourself or others, you need to inform your provider immediately. You may do this by calling Sherman Counseling during regular business hours, by implementing the safety plan established with your therapist/provider, or by going directly to the emergency department of your local hospital. If you are unable to maintain your safety and hospitalization is recommended, you need to follow that recommendation.

After hours: A psychiatric provider is available on call after regular business hours. Examples of when it is appropriate to use this service include: medication reactions and mental status changes. You must go directly to the hospital for treatment if you are feeling suicidal or homicidal. Providers are not able to arrange hospitalizations and do not carry hospital admitting privileges. Medication refill requests are NOT an emergency and must be taken care of during regular business hours. Inappropriate use of emergency after hours services may result in termination of care.

I have read the above patient expectation policy and understand my role in my psychiatric treatment. I understand that failure to follow any of these conditions may result in immediate termination from psychiatric care at Sherman Counseling Management.

Signature: _____ Date: _____