



## INSTITUTE FOR HEALING

*Where healing happens*

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# Informed Consent

Welcome to the Institute for HEALing, LLC or “iHEAL.” This document contains important information about iHEAL's professional services and business policies. It also contains information about the Health Insurance Portability and Accountability Act (HIPAA), a federal law that provides privacy protections and patient rights about the use and disclosure of your Protected Health Information (PHI) for the purposes of treatment, payment, and health care operations. When you sign the *Patient Acknowledgment Form* included in the registration paperwork, you are acknowledging that you received this document and giving us consent to provide services to you.

### CONFIDENTIALITY

Most of what you say in treatment is confidential, which means that it stays between the members of your treatment team. However, there are some things that cannot remain private. Things that cannot remain private include:

- 1) threats or plans to kill yourself or someone else,
- 2) disclosure of abuse/neglect of a vulnerable person (e.g., a person who is under-age, elderly, and/or differently-abled), or
- 3) anything subpoenaed by a court. Your clinical team will consult about your cases to offer the highest level of care.

Only pertinent information for the purposes of consultation and treatment planning will be shared. Part of the mission of iHEAL is to train budding mental health providers (interns). Interns will be working under a professional who is fully-licensed. Your provider will share details about your case with his/her clinical supervisor in order to provide you with the highest level of care.

Interns may need to observe some sessions or video/audio record their own health sessions. Session observations and recordings are for training purposes solely, and you can decline being observed or recorded. Recordings are typically digital and will be destroyed every three months, if not sooner.

### RISKS

As with any health intervention, there are potential risks to mental health treatment. Treatment non-compliance puts you at risk for adverse drug reactions, a recurrence of mental health symptoms, and even death. For example, you put yourself at great risk when you change your medication dosage or timing without consulting your medical provider.

Missed appointments also put you at risk for mental health concerns and lapses in medication management. Make sure that you have an appointment scheduled BEFORE your medication runs out.

# Outpatient Mental Health Services

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iHEAL's Outpatient Mental Health Clinic (OMHC) is an accredited program licensed by the State of Maryland. Our outpatient services are designed for patients who have mild to severe mental health symptoms that are disrupting their ability to have a healthy, productive life. Outpatient services are offered for children as young as 4 through adulthood. Typically, sessions in this program are conducted in-person or via telehealth 1-2 times per week. The services available through the OMHC are listed below.

## MENTAL HEALTH SERVICES

iHEAL offers psychotherapy, which has benefits and risks, for individuals, families, and groups. Benefits may include releasing emotional turmoil and psychological distress, learning effective coping skills/strategies, fostering a deeper understanding of self and others, resolving specific problems, and attaining better life satisfaction. One risk of psychotherapy is experiencing uncomfortable feelings, such as sadness, guilt, or anger. This process requires an active effort on your part to work inside and outside of sessions.

## ADDICTION SERVICES

We provide addictions evaluations and counseling for individuals and groups. Addiction services include chemical addictions (e.g., heroin/ opioids, cocaine/stimulants, marijuana, alcohol) and behavioral addictions (eating/food, gambling, pornography, sex). Benefits are similar to those listed in the *Mental Health Services* section above. Risks include uncovering deep-rooted issues that initiated use/abuse and discussing these issues might induce feelings of discomfort and/or an urge to return to previous use.

## PSYCHIATRIC/MEDICATION SERVICES

We provide psychiatric services through our medical team. Psychiatric evaluations, medication management, and medical intervention are provided by psychiatrists and psychiatric nurse practitioners. Risks associated with this service are similar to those of any medical intervention (e.g., adverse drug reactions, allergic reactions, etc.). Note that prescriptions for controlled substances could be delayed as they may need to be mailed or faxed to your pharmacy.

## PSYCHOEDUCATIONAL TESTING SERVICES

iHEAL provides testing to uncover learning disabilities and giftedness, emotional issues that impact academic functioning (i.e., test anxiety), and ADHD. Benefits associated with psychological testing include getting an official diagnosis of a disability; receiving recommendations to maintain academic strengths and mitigate academic weaknesses. Test fatigue is a major risk of a psychoeducational testing session.

## PSYCHOLOGICAL EVALUATION SERVICES

We conduct psychological evaluations for work, school, and personal use. Common uses for evaluations include clearances to return to work or school, bariatric surgery, and clarifying diagnoses. Benefits include satisfying requirements to proceed with medical intervention or return to normal functioning at work or school. Risks include unearthing psychological concerns that may need to be addressed immediately and test fatigue.

## CONSULTATION SERVICES

Professional consultation services like follow-up telephone calls and written documentation are offered free of charge, if they take less than 10 minutes. Any professional services that require longer than 10 minutes may be subject to a prorated fee.

# Outpatient Mental Health Services

## TELEHEALTH SERVICES

iHEAL offers telehealth services, which is the delivery of treatment using a secure, HIPAA-compliant video communication system that protects your confidentiality and privacy. This service type may not be a good fit for your treatment; however, the same details that are discussed in your face-to-face sessions will be discussed in telehealth sessions.

Patients must be physically located in the state in which their provider is licensed in order to be seen via telehealth.

Providers may end sessions prematurely if the patient is not physically in the provider's licensing state.

## REFERRAL SERVICES

If iHEAL's services are not a good fit for you, we will offer you a list of referrals and/or help you connect with your insurance company to find in-network providers.

# Health Education Services

iHEAL's *Beyond the Numbers* weight management program is suitable for those who are interested in weight loss, gain, or maintenance. These services are provided by trained and certified health educators and treatment providers. Services are conducted in-person or via telehealth 1-3 times per week. **This program is a private-pay program for patients 14 years and older.** The services associated with this program are highlighted below.

## COACHING SERVICES

Our health coaching sessions include a health intake followed by coaching sessions where you learn about your history and body. Services include education related to nutrition, meal options, cravings, triggers, water intake, satiation (the feeling of fullness), fasting plans, emotional eating, exercise schedules, and unhealthy food intake patterns are just some of the many topics covered during coaching sessions. Note that coaching sessions are not a substitute for dietary expertise based on your medical history. You may still need to see a dietitian or nutritionist for support. Coaching sessions typically last for 20-25 minutes.

## VITAMIN INJECTIONS

We offer vitamin injections like Vitamin B12 to support your health journey. Benefits to B12 injections include increased energy levels, mental clarity, healthy hair and skin, and improved mood. Risks of B12 injections are pain and/or soreness at the injection site. A medication consultation is required before getting B12 injections.

## MEDICATION CONSULTATION SERVICES

There are several medication options to help you lose, gain, or maintain your weight. After a health evaluation, our nurse practitioners offer prescriptions, education, and consultation related to the medication that may be a good fit for your body and your goals. Risks associated with this service vary based on the medication prescribed; however, general risks are similar to those of any medical intervention (e.g., adverse drug reactions, allergic reactions, etc.). If you opt for medication services (e.g., prescriptions or B12 injections), you must see a provider (nurse practitioner or coach) once per month. All medications prescribed in our program are approved by the Food and Drug Administration. Consults typically last for 10-15 minutes.

# Healthcare Coverage & Fees Policies

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## IN-NETWORK HEALTHCARE COVERAGE

In order for us to set realistic treatment goals, it is important to evaluate the financial resources that you have for treatment. iHEAL is in-network many insurance companies for mental health treatment. Our website contains list of insurance carriers we accept.

## DEDUCTIBLES, CO-INSURANCES, & COPAYS

You are responsible for paying all health education and treatment fees at the outset of your appointments. If you are using your healthcare policy to cover your treatment, please discuss insurance plans, deductibles, co-insurances, and co-pays with our Billing Manager.

Some insurance companies have a deductible, which means that you will be responsible for paying for 100% of your treatment until your deductible has been met. Most insurance companies require deductibles to be met each year, so you may need to pay 100% of treatment when your plan restarts. While the vast majority of deductibles restart in January, some restart at random times during the calendar year. You should reach out to your insurance carrier to make sure that you know when your deductible restarts.

Most insurance carriers require a co-pay or co-insurance to be paid for each visit. This fee could range from \$5-\$80 because it varies across carriers and plans.

## FORMS OF PAYMENT

Payments must be made by personal check, money order, or credit card. We do not accept cash in the office.

## UNINSURED OR UNDER-INUSURED

If you are uninsured or under-insured, please reach out to our Billing Manager to discuss your options.

## OUT-OF-NETWORK HEALTHCARE COVERAGE

If we don't accept your insurance plan, but you have out-of-network benefits, you can still use your health insurance coverage to get treatment. You can ask the Billing Manager or Practice Manager for documentation of services to send to your insurance carrier.

## MENTAL HEALTH TREATMENT FEES

If you are paying privately, below is our list of fees for treatment sessions.

Clinical Intakes: \$250

Therapy Sessions: \$110-175

Medical Evaluations: \$250

Medical Follow-ups: \$100-\$130

Psychological Evaluations: \$600

Psychoeducational Testing: \$1500

Returned check: \$45.00

## WEIGHT MANAGEMENT FEES

The weight management program is education program; therefore, it is private pay only.

Health Evaluation: \$190

(includes health intake, medication consultation, & coaching session)

Coaching Sessions: \$30

B12 Injections: \$20

Medical Consult: \$30

## THIRD-PARTY BILLING

Patient accounts that are not paid will be forwarded to our collection agency. Also, we use independent billing companies to securely bill for treatment services.

# Medical Policies

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## MEDICAL EVALUATIONS & FOLLOW-UP APPOINTMENTS

Patients must complete an intake before a medical evaluation or consultation. After the intake, the patient and provider may discuss medication as a treatment option. Medical sessions will not be conducted in the absence of the patient.

Patients who are receiving in-patient medical services (i.e., hospitalization) may not attend iHEAL treatment sessions during the in-patient stay. You can resume treatment with iHEAL upon your discharge, if appropriate.

## CONTROLLED SUBSTANCES

iHEAL medical team members may reserve the right to withhold a refill if clinically indicated. According to iHEAL policies and procedures, all patients being prescribed controlled substances may be asked to submit for urinalysis. Controlled substances will not be dispensed at a quantity greater than 30-day supply at a time. Patients who are receiving controlled substances at more than one facility will not be prescribed that medication at iHEAL. Your iHEAL medical team member may refuse a controlled substance prescription request if there are concerns of abuse, misuse, addiction, or illegal distribution of medication.

While privacy in treatment is crucial to healing, parental involvement is also important. An assent agreement may be signed between the provider, patient, and his/her parents/guardians allowing iHEAL to share some health information, but not all.

Of course, there is some treatment information that must be shared immediately. For example, if there is an imminent safety concern, iHEAL will attempt to

## PRESCRIPTIONS, REFILLS, & REQUESTS

Patients requesting refills must be active iHEAL patients and have attended a health appointment within the last 90 days. A prescription refill can only be requested by the patient receiving services, with the exception of minors or patients with legal guardians. All medications must be consented to and approved by the guardian prior to dispensing.

Patients who need a medication refill should make an appointment for monitoring and medication management/consultation. Requests for refills must be submitted through our patient portal or patient request. Prescriptions may be sent to the pharmacy electronically or via USPS, fax, or by hand delivery. We will not accept faxed refill requests from pharmacies or patients.

All medication-related requests (i.e., pharmacy changes, medication changes, medication refills) will be addressed within 48 business hours (not including Saturdays). No more than a 90-day supply of prescriptions will be written at a time. A patient requesting a medication change related to their treatment/health plan must be reevaluated. Medical team members may authorize a change in medication without an appointment only if they deem it clinically appropriate.

## Parents & Minors

notify the parent/guardian and/or emergency personnel (see *Confidentiality* section).

Depending on the age and maturity of the patient as well as appointment type, providers may allow the patient to complete a treatment session without a parent/guardian present. Specifics should be discussed with your provider.

# Appointment Policies

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Appointments vary based on the type of service that you need. These specifics will be discussed when you talk about health recommendations with your provider.

## TIMELINESS

You are responsible for showing up to your appointment on time. If you are late (15 minutes after the start time of your appointment), your appointment may be canceled. If you are still seen, your appointment will end on time regardless of your arrival time.

## RECORDING & PHOTOGRAPHING DURING SESSIONS

You may not audio or video record any part of your health sessions without the written consent of iHEAL and the provider. This includes recordings, screenshots, or photo images during face-to-face or telehealth appointments. Patients who violate this policy may be persecuted under Maryland's Wiretap Act.

## PATIENT PRESENCE

Regardless of the appointment type (in-person or telehealth), the patient must be present during

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We are required by law and industry practice to keep appropriate records of the services that we provide. Your records are maintained in a secure electronic medical record (EMR). Except in unusual circumstances that involve danger to yourself or someone else, you have the right to a copy of your file (not including psychotherapy notes). It may take up to 10 business days to release patient records and/or complete external documentation (e.g., employment, government, school, etc.).

Be aware that medical records may be misinterpreted and/or upsetting to untrained readers. Therefore, it is recommended that you initially review them with

appointments. We cannot accurately diagnose, evaluate, and treat a patient unless they are seen. If the patient's parent/guardian/representative presents to the appointment without the patient, the appointment may be rescheduled.

## CANCELING & RESCHEDULING APPOINTMENTS

If you need to cancel or reschedule an appointment, we ask that you provide 24 hours' notice. If you miss an appointment without canceling or cancel with less than 24-hours' notice, you may be charged a no-show/late cancellation fee. Please be advised that your insurance companies do not reimburse for canceled appointments, so you will be responsible for these fees. If our schedule allows, we would be happy to accommodate you during that same week. If you miss three (3) out of six (6) scheduled appointments, your treatment may be discontinued.

If your provider needs to cancel or reschedule your appointment, efforts attempt will be made to inform you in advance of planned absences.

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## Patient Records

your iHEAL provider or have them forwarded to another mental health professional to discuss the contents. If your request for your records is denied, you have a right to receive an explanation for the denial and seek legal counsel to obtain your record.

Most patient documentation (with the exception of raw test data) is housed electronically, so a physical loss of paperwork is not likely. Raw test data is kept in a locked file cabinet in a locked room.

# Communication Policies

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iHEAL uses a myriad of ways to communicate with patients based on their comfort level with technology. Our most frequent communication modes are text message, phone call, email, and voicemails.

## TEXT MESSAGES

Texts are strictly for scheduling purposes. Our system automatically sends text messages the day before appointments. iHEAL will never share patient health information (e.g., diagnosis, treatment progress, symptoms) via text message. Patients should never send threats of suicide or homicide via text message because incoming text messages are not monitored regularly by a mental health professional. If you are having a clinical or medical emergency, call 911 or present to your nearest hospital emergency room.

## EMAILS

iHEAL does not send protected health information (PHI) via email. However, we use email for scheduling purposes.

## EMERGENCIES & EVACUATIONS

In the event of a crisis/disaster in the office, please follow the directions of the team member closest to you. All team members have been trained on our *Crisis Management and Disaster Plan*, and we have safety

protocols in place that are designed to keep team members and patients safe and preserve life.

## PHONE CALLS & VOICEMAILS

We will call the phone number on file to schedule appointments, answer questions, take messages, etc. If necessary, we may leave a voicemail for a return call. If your voicemail is not confidential, please tell your treatment provider so that we can avoid leaving you a voice message.

Our front desk team does their best to answer phone calls during our business hours. If all lines are occupied, you will get our voicemail. iHEAL's voicemail is confidential, so patients can feel safe leaving a message. Calls will be returned as soon as possible. iHEAL's voicemail does not accept messages after the office closes. If you are in the middle of a medical emergency, please do not wait for a return phone call from your provider at iHEAL. Instead, please go to your local hospital emergency room or call 911.

# Patient Concerns

If you are unhappy about your service(s), please discuss your dissatisfaction with your provider so that they can respond to your concerns. Such comments will be taken seriously and handled with care and respect.

You may also contact our practice manager or Assistant Director of the Outpatient Mental Health Clinic to express concerns at (410) 864-0211 or [info@myiHEAL.com](mailto:info@myiHEAL.com)

