

PRACTICE POLICY- PATIENT INFORMATION

Thank you for choosing Benson Health Clinic. We are committed to providing the best patient care possible. Clinic and phone operating hours are M-F 8am – 5pm with lunch from 12-1pm. We are closed on most national holidays – and for severe weather conditions we follow Eugene 4j school district for closures or delays. The following statement explains our Practice Policy. We can provide you with a larger font copy of all information here, or information in our detailed Privacy Practices, if preferred. We strongly encourage you to discuss any questions you have about this information with your Provider.

First Appointment

- Please arrive 30 minutes early to complete all registration paperwork, including insurance and/or billing information.
- Sign release forms to allow other providers or caregivers to exchange information about treatment as needed for optimal healthcare treatment. Releases are voluntary, and may be revoked at anytime.
- Bring a copy of your current insurance card, driver's license or other photo identification, and a list of current medications.

Expectations of Patient /Provider Relationship

- **Rights and Responsibilities:** The provider's responsibility is to bring the understanding, knowledge, skills, and experience to help you reach your treatment goals. The client's responsibility is to make choices and changes that will help you to achieve your goals. Clients have a right to participate in their treatment planning and ask about techniques and procedures at any time. Treatment is voluntary and clients have a right to decline or terminate treatment at any time. Clients have the right to access their clinical files. Clients may also request an amendment to their treatment files if they believe there may be an error. Providers have the right to terminate treatment if the client doesn't follow up with regularly scheduled appointments, prescription directions, or without cause.
- **Mutual Providers within Benson Health Clinic:** If you see more than one provider within Benson Health Clinic, you will have a shared medical chart with those providers to ensure the best continuity of care. This includes Behavioral Health, Physical Therapy and Gynecology.
- **Potential Benefits and Risks:** In the process of treatment, unpleasant or painful events may be recalled and you may temporarily feel increased anxiety and/or emotional distress. As a result of treatment, you may also find you are better able to cope, feel a reduction in stress, and develop a greater understanding of yourself and your situation. You are encouraged to talk this over with your provider.
- **Regarding Minors:** If treatment involves a minor, please note that by law the minor's non-custodial parent has the right to discuss treatment with the patient's provider. Legal documentation stating that a court has terminated parental rights is required to deny information to a non-custodial parent of a minor child. Please discuss this with your provider if you have questions.
- **Emergency/After Hours Information:** If you call with an emergency during business hours, your provider will be available to talk or meet with you as soon as their schedule allows. On weekends or after hours, for Behavioral Health emergency, you are advised to call Whitebird's 24 hour crisis response line at (541) 687-4000 or 911 or go to the nearest Emergency Room or Urgent Care. For a Medical Emergency call 911 or go to the nearest Emergency Room or Urgent Care.

Appointments, Medication and Communication

- **Cancellation Policy:** With the exception of an illness or emergency, you are required to give 24 hour notice to cancel or reschedule an appointment or you will be charged a fee of \$25 for the scheduled missed appointment. Please understand that work conflicts, childcare issues, double booking appointments, or forgetting your appointment are not emergencies & you will be held responsible for the scheduled missed appointment fee. Your insurance will not pay for any portion of a missed appointment & you will be responsible for the full fee. Also note, 3 No show/ No Call, Last minute cancel or rescheduled appointments in one calendar year will result in dismissal from Benson Health Clinic.
- **Behavioral Health Appointments:** Patients are to be seen, at least every 3 months or more frequently as recommended by your provider to ensure quality care and prevent clinical decompensation. Additionally, if you are assigned to a new provider and you do not show to the initial visit your chart will be closed and you will not be eligible to reschedule with our providers.
- **Urgent appointments:** If possible, you will be scheduled with your provider within 1-3 days. If your primary provider has no openings, you may be scheduled with another provider as necessary or referred to Urgent Care or Emergency Department. Often our providers book several weeks in advance, so please schedule your next appointment prior to leaving the office at each visit.
- **Medication Refills:**
- **Please call your pharmacy at least 3 business days before you need to pick up your prescription, even if the bottle states "NO REFILLS".** The pharmacy will notify us of your request.
- **"Hard Copy" or written prescription:** Patient must call the office to request the medication at least 3 business days prior to medication running out. **PLEASE NOTE: Any schedule II prescription request received after 3pm on Thursday's will not be processed until the following Monday. There is a fee of \$25.00 to be paid when prescription is picked up. (Fee not applicable to Medicaid Insured)**
- **Communication:** Any communication with the office requiring a Provider's expertise outside of a scheduled appointment (ie Phone Calls, Emails, etc) may result in a Service Fee of \$25.00 if the situation is non-emergency.
- **Grievance Procedure:** You have the right to file a grievance if you feel you have not received adequate treatment or have been treated in an inappropriate manner. All grievances must be in writing within 90 days of the incident. Please address all complaints/grievances to: Amber Benson, PMHNP at PO Box 70779 Springfield, OR 97475. If you feel that the grievance remains unresolved you may then request addresses of agencies to forward your grievance. You will not be penalized for filing a grievance.

Extra Fees for Provider/Office Services:

(These fees are not billable to your insurance policy, so please be aware of services that may be associated with a fee)

- Missed/ Late cancel appointment - \$25.00 (Less than 24hr notice- see policy above)
- Medication refills (outside of scheduled appt.) requiring a "hard copy" - \$25.00 (Schedule II)
- Nonpayment of co-pay/co-insurance - \$5.00
- There is a \$5 fee for late payments 90 days past due
- Personal Copies of Chart/Lab - .50 cents/page
- Completion of Professional forms and letters: - \$25.00

PRIVACY PRACTICES

Notice of Privacy Practices: The Notice of Privacy Practices describes how and when my health information may be used and shared, as well as how I may obtain access to my health information. I understand that my provider keeps a medical record to document our treatment visits, and this information will be kept confidential unless I have signed a release of information to a third party. Additionally, your provider is required by law to release information when he/she believes immediate harm or danger to yourself or another person may occur.

- We have available a detailed NOTICE OF PRIVACY PRACTICES which fully explains your rights and our obligations under the law. We may revise our NOTICE from time to time. The effective date at the bottom left side of this page indicates the date of the most current NOTICE is in effect.
- You have the right to receive a copy of our most current notice in effect. If you have not yet reviewed a copy of our current NOTICE, please ask the front desk to provide you with a copy.