



*Dr. Poonam Khanna, D.O.
Child, Adolescent & Adult Psychiatry*

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Policies and Procedures Agreement

Effective date of this Agreement is October 1, 2014

Welcome to Minds that Matter, the office of Dr. Poonam Khanna, D.O. I founded Minds that Matter in Overland Park in order to broaden my outreach in the Kansas City community and to help those who face emotional and behavioral changes. Minds that Matter provides care to overcome your unique challenges and begin healing. I believe that it is important that you are given the time and opportunity to carefully examine the challenges you are facing - instead of pushing the problems aside. Our office is warm and welcoming for kids, teenagers, and families, and it's a comfortable space where you will receive personalized attention. This Agreement contains important information about my professional services, and clinic policies and procedures. Please review it carefully. If you have any questions please bring them up at your appointment so they can be discussed.

Areas of Treatment:

As a board-certified physician in both Child and Adolescent Psychiatry and Adult Psychiatry, I have the specialized skills and knowledge to diagnose and treat a wide range of problems. I have extensive experience in the treatment of Mood Disorders, including ranges of depressive disorders, Major Depressive Disorder, Bipolar Mood Disorder, and suicidal thoughts; of Anxiety Disorders, including General Anxiety Disorder, Post Traumatic Stress Disorder, Panic Disorder, School Phobia, Social Phobia, Specific Phobias, and Obsessive Compulsive Disorder; of Disruptive Disorders; of Attention Deficit Hyperactivity Disorder (ADHD) and Attention Deficit Disorder (ADD); of Child Disorders, including Pervasive Developmental Disorder and Asperger's Disorder; of Psychosis; and of Adjustment Reactions in high functioning individuals who face challenges in their school, work, and/or personal lives. Once a full evaluation has been completed, I will provide you with initial diagnostic impressions and treatment options. If medication is warranted as an appropriate treatment option, I will also be able to prescribe and manage your medications.

Services and Appointments:

At your first visit an evaluation will be conducted. For children the new patient evaluation is 80 minutes, and for adults the new patient evaluation is 50 minutes. It is sometimes necessary for the initial evaluation to take part over

several weeks. This is determined on an individual basis, and will be discussed during the first visit. Once a full evaluation has been completed, I will provide you with initial diagnostic impressions and treatment options.

A follow up visit will be scheduled usually between four to six weeks after the initial evaluation. Follow up appointments of 50 minutes and 25 minutes are available. At first, your follow up appointments will be relatively close together, between four and six weeks. I like to have a close follow-up with my patients, especially if medication is involved. Once you and I have agreed that things are stable, the follow up appointments can be more spread out and less often. Even if its agreed that things are stable, I require patients to be seen for a follow up appointment at least once every three months so their treatment can continue to be monitored and followed. The frequency of follow up appointments is determined on an individual basis and will be discussed with you at your appointments. Please note additional appointments may be scheduled as needed.

Treatment of a minor will only be provided with the consent of a parent or legal guardian. For appointments, it is important for minors to be accompanied by a parent or legal guardian. No prescription changes or refills will be given without the consent of a parent or legal guardian.

I am a private psychiatrist and offer care that is personalized for each patient. I do not follow treatment regimens or programs that are dictated by insurance companies, and I do not participate in any insurance panels. Therefore, my practice is strictly fee-for-service only. I am considered an out-of-network provider. If you wish to seek reimbursement from your insurance company, we will be happy to provide you a receipt that you may submit to your insurance company. Payment in full is due at the time of service. Minds that Matter accepts check, credit card (Discover, Mastercard, or Visa only), or exact cash. Returned checks are subject to a \$35 fee in addition to the amount of the check. Please note returned checks and outstanding balances may be subject to prosecution under the law of the Johnson County Attorney's office.

Emergency/After Hour Services:

If you are calling after hours, you will be directed to an automated answering service. Please follow the prompts as directed.

If there is an emergency or crisis situation and you are in need of emergency services, call 911 and proceed to the nearest hospital emergency room for care. If there is an emergency that cannot wait until the next business day, you may call my office number and the automated answering service prompts will provide you an option for how to contact me or the on call physician. This option is reserved for emergency or crisis situations only, and does not apply to refill requests or appointment scheduling issues.

Cancellations and Late Arrivals:

Once an appointment has been scheduled, you will be expected to keep that appointment. Appointment slots are not double booked. Please be on time for your appointment, for that time slot has been reserved especially for you. If you

arrive more than 10 minutes late for your appointment, you may be asked to reschedule. Cancellations or rescheduling of appointments require a 24 business hour advance notice; business hours are considered weekdays and exclude holidays. Late arrivals, late cancellations, or missed appointments are charged in full, and will need to be paid prior to your next appointment.

Reminder calls for appointments are a courtesy service and should not be depended upon. If you do not receive a reminder call and you fail to make your appointment, you will still be charged the full amount of your appointment time.

Medications:

As part of my services I am able to prescribe medication and provide medication management. However, I will only prescribe medication if it is warranted. If medication is warranted as an appropriate treatment option, you will be provided with the Use of Medication for Treatment Agreement. The Use of Medication for Treatment Agreement outlines the conditions I require of all my patients when I prescribe medication and provide medication management.

Duplicate prescriptions are subject to a \$10 fee; this fee is due prior to receiving the prescription.

Privacy and Confidentiality:

Confidentiality is protected by law and is the cornerstone of appropriate mental health care. My policy, and the policy of Minds that Matter, is to maintain strict confidentiality. Once you become a patient of mine, you will be provided with the Notice of Privacy Practices for Protected Health Information. The Notice of Privacy Practices for Protected Health Information describes ways in which my practice may use and share your protected health information. It also describes your rights and certain obligations my practice has in regards to the use and sharing of your health information.

Request of medical records by any party are subject to a copying fee of \$35; this fee is due prior to the release of your records. Please allow 14-28 days for the completion of all records requests.

Contacting Me:

The best way to get answers to your questions is to schedule an appointment. Routine and treatment questions should be limited to your scheduled appointments; during this time your questions and concerns will be fully explored. Office hours are subject to change. If you are calling during regular office hours, my assistant will be available to take your calls. She will take down any questions or comments you may have, and then discuss them with me when I'm not with patients and/or when I'm available. She will then call you back with my response. This allows me to handle my practice efficiently, and in the most appropriate manner. If she is not able to answer your call, please leave a message with your questions or comments and she will return your call as soon as possible. Most phone calls or messages are returned the same business day or within 24 business hours.

Frequent and/or lengthy phone calls, such as phone conversations exceeding 10 minutes, will be treated as an appointment time and will be charged accordingly for the additional time and effort.