

# Welcome to Nutmeg Wellness, LLC

Welcome to behavioral health care at Nutmeg Wellness, LLC. We look forward to working with you. This packet will be your introduction to the services we offer, what to expect, and answer commonly asked questions. Please review this packet and complete your forms included prior to your first appointment.

## Services:

Nutmeg Wellness offers behavioral health services for adolescents, and adults. Treatment options include

- Psychiatric medication evaluation and management
- Treatment resistant depression treatment with esketamine
- Individual psychotherapy (limited space available)
- Screening and medication intervention for substance use disorders

Our specialties include:

- Depression,
- Anxiety disorders,
- Bipolar disorders,
- Post traumatic stress disorder and other trauma based disorders,
- Schizophrenia and other psychotic disorders,
- Substance use disorders and medication assisted treatment

Clinicians have many areas of treatment expertise, however there are some conditions which we are unable to treat. Your first visit will be an evaluation to determine if we are a good fit. For conditions that we do not treat or if a client needs more intensive services, we offer assistance in referring people to the appropriate agencies.

**Crisis:** For any emergencies, please contact 911 or 988 or go to the local emergency department for evaluation.

At this time there is no crisis or after hours care provided at Nutmeg Wellness. Without a previously scheduled appointment clinicians are not available outside of their working schedule at Nutmeg Wellness. Clinicians are not available on evenings or weekends to take calls, respond to refill requests, or to respond to other matters. These matters will be addressed upon return to the scheduled work day. If it is outside of a scheduled visit for an urgent matter you may contact the clinic to request an appointment, however please be advised clinicians are expected to respond in 24-72 hours and appointments may not be available immediately.

## Termination of services:

You and your clinician will decide when to end treatment. You will review goals and discuss how to end your treatment or where you will continue to receive treatment. You may choose to end treatment at any time. Your clinician may determine that more intensive treatment is needed and may refer you to another treatment center. If you have not been

treated for more than 3 months (no show, cancellation without reschedule) you will be discharged from care and will need to call to discuss re-establishing services.

**To make, cancel, or reschedule appointments, call or text: 203-680-0734**

**Please call to cancel appointments at least 24 hours in advance.**

**There is a \$50 fee for no arrival to visit, and a \$25 fee for cancellations less than 24 hours in advance\***

The following situations are considered no show/missed appointments:

- Failure to show up or log in for a scheduled appointment.
- Cancel an appointment with less than 24 hours notice.
- Being too late to be seen for a scheduled appointment (>10 minutes late for appointment)

More than 2 missed appointments will result in being discharged from care with this clinic.

*\*This does not apply to clients with Medicaid (Husky)*

### **Policy for Psychiatric Medication**

If you receive psychiatric medications from one of our mental health providers, and you have a pattern of missed appointments, we will discuss a plan for your care with you. This plan could include one of the following options, depending on your situation:

- You can call in or send a message to get an appointment and refills may be bridged to your appointment, if appropriate
- You can call your primary care provider to discuss if they can prescribe your medicine.
- You can transfer your care to another psychiatric provider in the community.

Please note, that if you do not commit to making a plan with us, your provider will not be able to continue to fill prescriptions outside of an appointment. The duration of refills for any missed appointments will be determined by your provider.

### **Payment for services:**

The insurance on file will be charged for services at the time of your appointment. You will be charged for patient responsibility per your insurance plan (co-pay, deductible) via invoice via email from "Stripe". Please refer to your

explanation of benefits from your insurance company for questions. Any outstanding balance will be charged to the card on file. If there is no card on file you may be asked to create a payment plan if your balance is in excess prior to scheduling future appointments.

It is your responsibility to alert the practice to changes in insurance prior to your appointment. If your insurance lapses or changes you will be charged the full office visit fee.

Billing is managed by Dedicated Revenue Services, you may contact a billing specialist at [nutmeg-drs@outlook.com](mailto:nutmeg-drs@outlook.com)

## Confidentiality:

Expect that your medical records will be kept confidential and will be released only with your written consent, in cases of medical emergencies, or in response to court-ordered subpoenas. Confidentiality can also be violated if the individual poses a significant threat or harm to self or others.

**Treatment:** We may use or disclose your health information to a physician or other healthcare provider who treats you.

**Your Authorization:** You may give us written authorization to use your health information or to disclose it to anyone for any purpose. If you give us an authorization, you may revoke it in writing at any time. Unless you give us a written authorization, we cannot use or disclose your health information for any reason except those described in our privacy policy.

**To Your Family and Friends:** We may disclose your health information to a family member, friend, or other person to the extent necessary to help with your health care, *but only if you agree and sign consent to do so.*

**Required by Law:** We may use or disclose your health information when we are required to do so by law.

**Abuse, Neglect or Safety:** We may disclose your health information to the extent necessary to avert a serious threat to your health or safety, this may also include reporting of abuse. Information may be disclosed if there is a reasonable threat against the health or safety of someone else, this is called a "duty to warn."

## Confidentiality and Electronic Medical Record

At Nutmeg Wellness we utilize the electronic medical record "Kareo". HIPPA privacy policy requires providers to only access records necessary to complete their job.

Notes are accessible via patient portal in accordance with the "21st Century Cures Act". You may request at any time notes not be shared for any reason, please let your provider know. If there are any questions or concerns about your record please ask your provider in a visit. Your notes are accessible to ensure improved access to your health information and ultimately better health outcomes.

## Medication services

We ask that clients be engaged with a therapist if they are prescribed psychiatric medication services. If you are established with a community clinician you do not have to transition your care, but we do request a release of information be signed to keep in contact with your provider. Graduation from therapy and continuing medication only services will be reviewed with your providers.

## **Refills:**

Refill requests will be responded to within visits. Refill requests outside of a visit will be reviewed and addressed within 72 hours.

If you have missed an appointment, your provider may decide based on the type of medication to continue until your next scheduled appointment. Refills will not be provided for more than 30 days or past your next scheduled visit.

If you are moving or terminating services at Nutmeg Wellness, a refill may be provided at your clinician's discretion however you are responsible for establishing a new provider before that refill runs out.

## **Controlled substances:**

Controlled substance medications (ex: benzodiazepines, stimulants, some sleep aids) will be prescribed under certain circumstances however you will review a controlled substance agreement with your provider. A copy of this agreement is on our website. Treatment will include toxicology screening (urine or oral fluid) to monitor prescribed and illicit substances.

Certain medications (ex: benzodiazepines) are not indicated for daily nor long term use and your treatment plan will include a plan to discontinue these.

## **Forms:**

Forms will be reviewed on a case-to-case basis. Forms will only be completed in a visit with your clinician. You will need to have the forms available and your session will be used to review and complete these forms with a clinician. Forms will not be completed if you are not actively in treatment with our team (if you have not been seen for more than 3 months, forms will not be completed).

We do not provide letters for emotional support animals, we can complete appropriate forms for trained service animals.

## **Acceptable behavior:**

Nutmeg Wellness is committed to a zero tolerance standard of violence. Intimidation, harassment, violent behavior of any kind or threats of violence, either implied or direct is prohibited. Violent threats or actions may result in dismissal from treatment and criminal prosecution.