

Clinical/Admin Procedures & Policy:

- Initial evaluation can take 1–3 visits. We try to complete evaluation within 30 days. We request that you bring all records pertaining to your care within this period. This may include past records, teacher’s reports & any psychological testing (especially for children).
- Your evaluation sessions are 45 minutes in duration.
- Follow-up sessions or med checks are 10-30 minutes as per clinician’s judgment.
- Most children are seen on a monthly basis.
- All patients needing medication Rx have to be seen at the most three months apart. No exceptions. If you’re unable to do that we would request that you find another provider.
- Please avoid phone consults. We request you to setup an appointment for clinical questions.
- Email and Text are only for admin matters including appointments, documentation, billing, etc. We don’t provide clinical consult using email.
- We reserve the right to cancel your appointment if you’re unable to pay any outstanding balance of \$50 or more.
- We do not perform any court evaluations.
- Emergency Psychiatric Care is available 24 hours a day. Emergency calls are attended by a clinician/staff at all times. During office hours Mon – Thurs [8:30 AM – 7:30 PM]/Fri [8:30 AM – 4:00 PM], call front desk at extension 0 for all clinical/non-clinical emergencies. During non-working hours, use extension 3 for psychiatric emergencies.

Discharge Policy:

- If you fail to schedule a follow-up appointment during the time frame recommended by your provider, we will reach out to you with a call or SMS message requesting for you to schedule within 2 weeks. We will call or send a second SMS message requesting that you contact us to communicate about possible transfer of care and to tell you that if we do not hear from you we will be closing your chart and will be unable to provide any further services without an appointment. A discharge letter may be mailed to you (1st class mail or registered mail) at the provider’s discretion. However, if you are past due for an appointment and have not responded to our attempts to contact you to schedule your case may be closed without a letter being provided.

Confidentiality & Privacy Policy:

- We comply with HIPAA. All information you share is treated with great care for privacy as it is your legal right. You must sign our release form before we release your information. For children under 18, parents or legal guardians are given information they seek. In rare cases confidentiality cannot be protected such as court ordered evaluation, court ordered release, serious threat to yourself or others, child abuse or neglect, or you initiating legal action against the clinician.

No Show / Late Cancellation Policy:

- Your appointment is the time that your clinician has booked for you. In the event you are 10 minutes late, you would need to reschedule for the next available date.
- There is a charge of \$35 for missed appointment. It's clinician's judgment to discharge you in case of missed appointment. Less than 24 hours' notice for cancellation is considered a late cancellation. There is a charge of \$25 for late cancellation.

Rx Refill Policy:

- Rx refill requests should be made through prescription line – option 5 or extension 105. Please leave all details for efficient service.
- We need three business days' notice for Rx refill. Please check with your pharmacy after 7:00 PM on the third business day. You will not get a call back with the status.
- There is a charge of \$10 for interim Rx if you fail to schedule in time. Interim Rx are given at the provider's discretion. If scheduling in time to not run out of medication becomes an issue, we would request that you find another provider.
- Patients that are on prescribed controlled medications, agree to comply with random drug screenings – completed within 5-7days of Rx – as a part of complete treatment recommendations.

Contact Information:

www.HarmoniousMind.com
Tel: Wilmington (302) 633 6001
Fax: (302) 295 6289
SMS Text: (302) 565 4818
Email: Support@HarmoniousMind.com

SERVICE	Telephone	
Directions	Option 2	We encourage you to use email or SMS TEXT only for admin related matters including appointments, billing, and document requests.
Directory	Option 9	
Existing Pt Appointments	Option 4	
Front Desk	Option 0	
New Pt Registration	Option 2	
Prescriptions	Option 5	
Off-hours Psychiatric Emergency	Option 3	

Thank you.
Harmonious Mind LLC