

# SALIENT HEALTH AND WELLNESS LLC

## POLICIES AND PROCEDURES

*Before their initial appointment, clients are required to fill out and sign the office policies form. The associated office fees will be clearly outlined. These policies and procedures serve to define the expectations from both Salient Health and Wellness and the client. Successful collaboration between service providers and clients hinges on everyone being informed about the objectives and service standards.*

1. **APPOINTMENTS:** Please arrive to your appointment time.
  - a. Late arrival of 15 minutes or greater for any appointment may need to be rescheduled. You will be charged \$75.00 as a late cancel fee.
  - b. Rescheduling appointments: You may cancel your appointment 24 hours prior to the appointment. If you need to reschedule, call the office. You will be dismissed from the practice after (2) two missed appointments.
2. **MISSED APPOINTMENT:** If you have not cancelled your appointment in advance, you (not your insurance company), will be billed a fee of \$150.00 for the missed appointment.
3. **MEDICATION REFILLS AND OTHER CLINICAL NEEDS:** If you have a life threatening or emergent need please go to your nearest emergency room or call 911. If you have a clinical/medication need please call the office and leave a message. Most calls left during business days (Monday-Friday) are returned by the next business day. Non-urgent calls left on Friday, Saturday or Sunday will be returned on Monday.
  - a. **Prescription Refills:** During office appointments clients are given enough medication until their next appointment. Hence, refill requests outside of office appointments are not feasible. We rigorously enforce the requirement for all patients to schedule an appointment for any refill requests.
  - b. **Text Messages:** Text messages are addressed as time permits therefore it is recommended you call the office for any urgent needs.
  - c. **Email Response:** Emails are addressed as time permits therefore it is recommended you call the office for any urgent needs.
  - d. **Non-secure email disclosure:** Emails sent to (info@salienthw.com) or through the website portal may not be secure, therefore use at your own risk.

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4. **INSURANCE:** A current insurance card must be presented at the first visit and when your insurance has changed. If not, you will be responsible for the self-pay rate of the appointment.
  - a. If SALIENT HEALTH AND SERVICES LLC is not contracted with your insurance carrier or your visit is a non-covered service, you are responsible for the charges.
5. **PAYMENT:**
  - a. As of now, credit cards are the sole accepted method of payment. This credit card information will be stored in a secure vault within our electronic health record and considered on file. It will be used for any co-pays and remaining balance over 60 days old. This includes payments for missed appointments and fees that are not reimbursed or covered by your insurance.
  - b. You may also request to use Pay Pal. You will receive an invoice through that system, and you will be able to use your pre-registered form of payment through their website to process a payment.
  - c. HSA cards are accepted and processed as a debit/credit card transaction through stripe.
6. **PAST DUE ACCOUNTS:**
  - a. Any remaining balance after insurance has been filed is your responsibility.
  - b. You will receive two bills from SALIENT HEALTH AND SERVICES LLC. If you have not paid in full within 60 days your account will be turned over to a collection agency. If your account is sent to a collection agency, they will report your past due status to a Credit Reporting Agency and you will be responsible for their fees.
7. **COMPLETION OF FORMS:** A fee is charged for the completion of forms including the following but not limited to: Disability, FMLA, and Leave of Absence, also Letters regarding flying and or airline tickets, therapeutic pet, coverage of medications and letters to employers. The client will always be notified of any charges upfront and payment may be requested prior to the release of the requested forms.
8. **Communication Consent:**
  - a. SALIENT HEALTH AND SERVICES, LLC is authorized to contact you through telephone, electronic messages, mail, or cell phone, as provided by you or any person acting on your behalf or identified as yours at a later date.

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- b. These communications may originate from the medical provider or entities providing services within the provider's facilities or on its behalf, covering topics such as scheduling, treatment, or payment for services.
  - c. **Authorized Communication Channels:** These communications, including but not limited to automatic telephone dialing system, artificial or prerecorded voice, or calls to numbers assigned to paging, cellular, specialized mobile radio, or other radio common carrier services, are considered "Authorized Communications.
  - d. **Understanding of Agreement:** Your agreement to the terms of the Patient Consent and Assignment of Insurance Benefits is not a prerequisite for receiving treatment.
  - e. **Consent to Communication Methods:** You provide consent for all authorized communication methods, even if there may be associated fees or costs for receiving such communications.
  - f. **Revocation Process:** It is understood that the revocation of consent and authorizations you have provided must be communicated in writing to the relevant entity.
9. **Benzodiazepine Policy:** SALIENT Health & Wellness LLC DOES NOT prescribe benzodiazepines, which include medications like Xanax, Ativan, and Klonopin. This decision aligns with the latest knowledge that using benzodiazepines for a long time might make anxiety worse and accelerate cognitive aging. Moreover, benzodiazepines can be dangerous, potentially leading to fatal overdoses, particularly when mixed with alcohol or opiate painkillers. Additionally, there is a risk of developing tolerance, dependence, and potential misuse or abuse.
10. **Stimulant Policy:** While stimulant medications like Vyvanse, Adderall, and Ritalin are typically the initial treatment for ADHD symptoms, they carry the potential for tolerance, dependency, and abuse, leading to strict control over their usage. In light of this, SALIENT HEALTH AND WELLNESS opts for non-stimulant medications, which have received FDA approval for treating ADHD in both adults and children. Our practice REFRAINS from prescribing stimulants but embraces the use of non-stimulant alternatives

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*Forms will be provided upon Patient registration.*