

New Patient Information

Name (Last) _____ (First) _____ (M.I.) _____
Address _____ City _____ State _____ Zip _____
Marital Status _____ Sex: **M** **F** Employer _____
Birth Date _____ Age _____ Social Security Number _____
Home Phone (____) _____ Work (____) _____ Cell (____) _____
Emergency Contact _____ Relationship to Patient _____
Emergency Contact Phone (____) _____
Spouse's Name (If applicable) _____ Spouse's Birth Date _____
Spouse's Social Security Number _____

Insurance Information

1) Name of Primary Insurance _____
Contract # _____ Group # _____ Effective Date _____
Policy Holder's Name: _____ DOB _____ Soc Sec Number _____
Relationship _____ Employer _____ Phone #'s: _____
2) Name of Secondary Insurance: _____
Contract # _____ Group # _____ Effective Date _____
Policy Holder's Name: _____ DOB _____ Soc Sec Number _____
Relationship _____ Employer _____ Phone #'s: _____

Request for Confidential Handling of Health Information

Complete only if you want communications regarding your health care information sent to an alternate address or telephone other than listed above. I request that my provider handle my confidential health information as described below. All reasonable requests to receive communication of your health information by alternative means and/or locations will be granted. Please describe the alternative means below (e.g. US mail, telephone call, etc.) by which you prefer to receive your health information.

Alternate Address _____
Alternate Telephone _____ Alternate Telephone _____

Agreement

If your insurance company OR health plan requires pre-approval OR referral for your visit, it is your responsibility to obtain this referral or YOU will be personally responsible for the bill. I, the undersigned (patient or legal guardian), authorize medical treatment to be rendered by the provider and assume financial responsibility. In the event the account is not paid in full within 90 days*, the undersigned agrees to pay all costs of collection including reasonable attorney fees, and hereby waives all rights of exemption under the constitution and laws of the State of Alabama. I also authorize the release of my medical records to my physicians and insurance carriers. If the provider has a contractual arrangement with your insurance carrier, the balance refers only to the amount that you are required to pay. I understand that all of the providers in the offices at 2018 Brookwood Medical Center Drive, POB Suite 311 and POB Suite 310 are independent practitioners (not partners) although they are sharing office and staff. Your signature below also indicates you have received the Alabama Notice Form: Notice of Policies and Practices to Protect the Privacy of your Health Information and agree to its terms and serves as an acknowledgement that you have been given a copy of the HIPAA Notice Form.

Signature of Patient or Responsible Party _____ Date _____

If signed by a responsible party, describe that representative's authority to act for the patient _____

Authorization to Obtain and Release Records:

2018 Brookwood Medical Center Drive Professional Office Bldg Suites 310-311 Phone: (205) 329-7805
Suite 311: Dr. Stuart Tieszen, Dr. Joel Melvin, Dr. Elena Herndon Fax: (205) 329-7806
Suite 310: Dr. Richard Azrin, Dr. Cheryl Millsaps, Margaret Smith, LCSW
Suite 310: Dr. Eric Crowe

Patient Name: _____ Date of Birth: _____

Social Sec. #: _____

Date(s) of requested records: All Dates Specific Dates: _____

I hereby authorize the above providers to obtain and release my protected medical information, demographic information and insurance information. I have the right to restrict access to certain types of information, as indicated below:

List any restrictions on this release of information _____

Name _____ Phone _____ Fax _____

Address _____

City State Zip

Name _____ Phone _____ Fax _____

Address _____

City State Zip

Name _____ Phone _____ Fax _____

Address _____

City State Zip

Name _____ Phone _____ Fax _____

Address _____

City State Zip

Name _____ Phone _____ Fax _____

Address _____

City State Zip

Records to be Obtained: Please send copies of all EEG, MRI, CT, History and Physical, blood tests, medication lists and progress notes.

Release: This form when completed and signed by you, authorizes me to release, as well as to obtain, protected information from your clinical record to and from the person(s) you designate. I hereby authorize Dr. Stuart Tieszen, Dr. Joel Melvin, Margaret Smith LCSW, Dr. Elena Herndon and his/her administrative and clinical staff to release any and all contents of my chart (including at least billing information, psychotherapy/progress notes, test results/data, reports, visit information, prescriptions, medical information, documents provided by patient, insurance/third party forms/reports, records received by others). This information may be released to and/or obtained from the above individuals and my referral source. Providers and staff residing in 2018 Brookwood Med Center Dr. POB 310-311 may also obtain and release my information between each other. I am requesting my provider release this information to aid in treatment and/or assessment and/or provide information about me to others. This authorization shall remain in effect for 7 years from the date signed. However, you have the right to revoke this authorization, in writing, at any time by sending such written notification to my office address. However, your revocation will not be effective to the extent that I have previously taken action in reliance on the authorization or if this authorization was obtained as a condition of obtaining insurance coverage and the insurer has a legal right to contest a claim. I understand that my provider generally may not condition mental health services upon my signing an authorization unless the services are provided to me for the purpose of creating health information for a third party. I understand that information used or disclosed pursuant to the authorization may be subject to re-disclosure by the recipient of your information and no longer protected by the HIPAA Privacy Rule. I hereby release the above treatment/assessment providers and their respective medical staff and office from any and all liability and claims arising out of or relating to the disclosure and/or release of confidential and/or privileged information.

Name of patient and/or responsible party

Signature of patient or responsible party

Date

If signed by patient's representative, please print representative's name and describe representative's authority to act for the patient

***** Please FAX records to FAX# (205) 329-7806 *****

Contract for Controlled Substance Prescriptions

IT IS VERY IMPORTANT THAT YOU FULLY READ, UNDERSTAND, AND AGREE TO ALL THE CONDITIONS OF THIS CONTRACT BEFORE YOU ARE SEEN BY THE PHYSICIAN.

Controlled substance medications, i.e. tranquilizers (nerve and sleeping pills) and barbiturates are very useful, but have a high potential for misuse and are therefore closely controlled by local, state and federal governments. They are intended to relieve pain, to improve function and/or ability to work, not simply to feel good. Because the doctor is prescribing such medication to help manage my condition, I agree to the following conditions:

After reading each condition carefully, place your initials in the space provided. Each space must be initialed, and the contract must be signed at the bottom of the page before seeing a provider.

_____ 1. I am responsible for my controlled substance medications. If the prescription of medication is lost, misplaced, stolen, or if I use it up sooner than prescribed, I understand that it will not be replaced.

_____ 2. I will not request or accept controlled substances from any other physician or individual while I am receiving such medication from my physician while under his or her care. Besides being illegal to do so, it may endanger my health. The only exception is when it is prescribed while I am admitted to a hospital.

_____ 3. Refills of controlled substance medication:

- a. Will be made only during regular office hours when the chart is available, Monday through Friday, 9:00AM to 4:00PM. Refills will not be made at night, on holidays or weekends!
- b. **Will not be made if I “run out early” or “lose a prescription” or “spill or misplace my medication.”** I am responsible for taking the medication in the dose prescribed, for keeping track of the amount remaining, and for securing the prescription and medication from loss or theft.
- c. Will not be made as an “Emergency” such as on a Friday afternoon because I suddenly realize I will “run out tomorrow.” I will call at least 24 hours ahead if I need assistance with a controlled substance medication prescription.
- d. **NO DOCTOR IN THIS PRACTICE WILL PRESCRIBE PAIN MEDICATION.** We are not a pain management clinic, so please do not ask for your psychiatrist to prescribe medications for pain (Lortab, Lorcet, Darvocet, Ultram, Oxycontin, Percocet, etc.). If you need a referral for these services, please ask for one at the time of your appointment.

_____ 4. It may be deemed necessary by my doctor for me to see a medication use specialist at any time while I am receiving controlled substances. I understand that if I do not keep this appointment that my medications may not be continued or refilled beyond a tapering dose to completion. I understand that if this specialist feels I am at risk for psychological dependence (addiction) that my medications will no longer be refilled.

_____ 5. I understand that driving a motor vehicle or operating machinery may not be allowed at times while taking controlled substances and that it is my responsibility to comply with the laws of this state and any rules at work while taking the medication prescribed.

_____ 6. **I understand that if I violate any of the above conditions my controlled substance prescriptions and/or treatment may be ended immediately.** If the violation involves obtaining controlled substances from another physician, as described above, or the concomitant use of non-prescribed illicit (illegal) drugs, I may also be reported to my other physician, medical facilities, pharmacies and other appropriate authorities.

_____ 7. I understand that the main treatment goal is to improve my ability to function and/or work and/or reduce pain. In consideration of that goal and the fact that I am given potent medication to help me reach that goal, I agree to help myself by following better health habits: exercise, weight control, and avoiding the use of tobacco and alcohol. I

understand that only through following a healthier lifestyle can I hope to have the most successful outcome of my treatment.

_____ 8. I understand that I must also comply with the treatment plan as prescribed by my doctor. Failure to fill other prescriptions or to take other medications or follow-up with other treatments (office visits) as prescribed by my doctor shall be grounds for dismissal from care and termination of prescription refills.

_____ 9. I understand that the long-term advantages of chronic opioid use have yet to be scientifically determined and that treatment may change throughout my time as a patient. I understand, accept and agree that treatment may change throughout my time as a patient. I understand, accept and agree that there may be unknown risks associated with long-term use of controlled substances and that my physician will advise me as knowledge and training advances and will make appropriate treatment changes.

I have been fully informed by the doctor and his staff regarding psychological dependence (addiction) of a controlled substance, which I understand, is rare. I know that some persons may develop a tolerance, which is the need to increase the dose of the medication to achieve the desired effect, and I do know that I will become physically dependent on the medication. This will occur if I am on the medication for several weeks, and when I stop the medication, I must do so slowly and under medical supervision or I may have withdrawal symptoms.

I have read this contract and the same has been explained to me by the doctor and his staff. In addition, I fully understand the consequences of violating this contract.

Patient Signature _____ Date _____

Witness Signature _____ Date _____

Policy for Canceling and Rescheduling Appointments

It is the policy at this office to charge a fee of \$50.00 for any appointment that is missed or broken without at least **24 hours notice**. (Please make a note that if you have an appointment scheduled for a Monday and you call over the weekend to cancel it without good reason, there will be a charge of \$50.00). The payment is due prior to rescheduling your next appointment.

We make every effort to remind you of scheduled appointments. When an appointment is scheduled in our office, we provide you with the doctor's business card with the appointment time and date indicated. We also attempt to make courtesy reminder calls one business day before your appointment. Please be advised, however, that it is ultimately your responsibility to keep track of your appointments.

We appreciate your understanding of this policy. Please feel free to speak to our office staff if you have any questions.

I have read the above policy and agree to abide by the terms indicated when scheduling appointments.

Patient Signature: _____ Date: _____

Alabama Notice Form: Notice of Policies and Practices to Protect the Privacy of Your Health Information

This notice describes how psychological, psychiatric, and medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

I. Uses and Disclosures for Treatment, Payment and Health Care Operations

I may use or disclose your protected health information (PHI), for treatment, payment and health care operations purposes with your consent. To help clarify these terms, here are some definitions.

- “PHI” refers to information in your health record that could identify you.
- “Treatment, Payment and Health Care Operations”
 - *Treatment* is when I provide, coordinate or manage your health care and other services related to your health care. An example of treatment would be when I consult with another health care provider, such as your family physician or another health care provider.
 - *Payment* is when I obtain reimbursement for your healthcare. Examples of payment are when I disclose your PHI to your health insurer to obtain reimbursement for your health care or to determine eligibility or coverage.
 - *Health Care Operations* are activities that relate to the performance and operation of my practice. Examples of health care operations are quality assessment and improvement activities, business-related matters such as audits and administrative services, and case management and care coordination.
- “Use” applies only to activities within my [office, clinic, practice group, etc.] such as sharing, employing, applying, utilizing, examining, and analyzing information that identifies you.
- “Disclosure” applies to activities outside my [office, clinic, practice group, etc.], such as releasing, transferring, or providing access to information about you to other parties.

II. Uses and Disclosures Requiring Authorization

I may use or disclose PHI for purposes outside of treatment, payment, or health care operations when your appropriate authorization is obtained. An “authorization” is written permission above and beyond the general consent that permits only specific disclosures. In those instances when I am asked for information for purposes outside of treatment, payment or health care operations, I will obtain an authorization from you before releasing the information. I will also need to obtain an authorization before releasing your Psychotherapy Notes. “Psychotherapy Notes” are notes I have made about our conversation during a private, group, joint, or family counseling session, which I have kept separate from the rest of your medical record. These notes are given a greater degree of protection than PHI.

You may revoke all such authorizations (of PHI or Psychotherapy Notes) at any time, provided each revocation is in writing. You may not revoke an authorization to the extent that (1) I have previously relied on that authorization; or (2) if the authorization was obtained as a condition of obtaining insurance coverage, law provides the insurer the right to contest the claim under the policy.

III. Uses and Disclosures with Neither Consent nor Authorization

I may use or disclose PHI without your consent or authorization in the following circumstances:

- *Child Abuse* – If I am treating a child and I know or suspect that child to be a victim of child abuse or neglect, I am required to report the abuse or neglect to a duly constituted authority.
- *Adult and Domestic Abuse* – If I have reasonable cause to believe an adult, who is unable to take care of himself or herself, has been subjected to physical abuse, neglect, exploitation, sexual abuse, or emotional abuse, I must report this belief to the appropriate authorities.
- *Health Oversight Activities* – If my professional state board of examiners is conducting an inquiry into my practice, then I am required to disclose PHI upon receipt of a subpoena from the Board.
- *Judicial and Administrative Proceedings* – If you are involved in a court proceeding and a request is made for information about your diagnosis and treatment and the records thereof, such information may be privileged under state law, and I will not release information without the written authorization of you or your legally appointed representative or a court order. The privilege does not apply when you are being evaluated for a third party or where the evaluation is court ordered. You will be informed in advance if this is the case.
- *Serious Threat to Health or Safety* – I may disclose PHI to the appropriate individuals if I believe in good faith that the disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of you or another identifiable person(s)
- *Health research*
- *Marketing or fundraising*
- *Worker’s Compensation* – I may disclose PHI as authorized by and to the extent necessary to comply with laws relating to worker’s compensation or other similar programs, established by law, that provide benefits for work-related injuries or illness without regard to fault.

IV. Patient's Rights and Mental Health Professional's Duties

Patient's Rights:

- *Right to Request Restrictions* – You have the right to request restrictions on certain uses and disclosures of PHI. However, I am not required to agree to a restriction you request.
- *Right to Receive Confidential Communications by Alternative Means and at Alternative Locations* – You have the right to request and receive confidential communications of PHI by alternative means and at alternative locations. (For example, you may not want a family member to know that you are seeing me. On your request, I will send your bills to another address).
- *Right to Inspect and Copy* – You have the right to inspect or obtain a copy (or both) of PHI in my mental health and billing records used to make decisions about you for as long as the PHI is maintained in the record. I may deny your access to PHI under certain circumstances, but in some cases you may have this decision reviewed. You may inspect and copy Psychotherapy Notes unless I make a clinical determination that access would be detrimental to your health. On your written request, I will discuss with you the details of the request and denial process.
- *Right to Amend* – You have the right to request an amendment of PHI for as long as the PHI is maintained in the record. I may deny your request. On your request, I will discuss with you the details of the amendment process.
- *Right to an Accounting* – You generally have the right to receive an accounting of disclosures of PHI. ON your request, I will discuss with you the details of the accounting process.
- *Right to a Paper Copy* – You have the right to obtain a paper copy of the notice from me upon request, even if you have agreed to receive the notice electronically.

Mental Health Professional's Duties:

- I am required by law to maintain the privacy of protected health information regarding you and to provide you with notice of my legal duties and privacy practices with respect to PHI.
- I reserve the right to change the privacy policies and practices described in this notice. Unless I notify you of such changes, however, I am required to abide by the terms currently in effect.

V. Complaints

If you are concerned that I have violated your privacy rights, or you disagree with a decision I made about access to your records, you may contact my office at (205) 329-7805 or (205) 329-7815.

You may also send a written complaint to the Secretary of the U.S. Department of Health and Human Services. My office can provide you with the appropriate address upon request.

VI. Effective Date, Restrictions, and Changes to Privacy

This notice will go into effect on April 14, 2003. I will limit the uses or disclosures that I will make as follows: I may elect to first provide a copy of my summary report, if available, when records are requested from an individual whom you have provided consent to access your records. I reserve the right to turn over the full record or to withhold from release any part of the record, especially raw test data (in order to protect test integrity if I feel that is an issue), but also assessment data, interpretations, notes, or reports that I feel may be harmful to the patient or misused in any way. I reserve the right to limit or deny disclosure of records to parents/guardians of patients under age 18 or of patients that I deem mentally impaired if I feel disclosure may in any way harm the patient or the person requesting disclosure. I reserve the right to provide PHI to individuals I am consulting or contacting as part of my assessment, treatment, or in assisting with carrying out recommendations I made orally or in written reports.

I reserve the right to change the terms of this notice and to make the new notice provisions effective for all PHI that I maintain. I will provide you with a revised notice by posting in my office or by telephone, e-mail, or regular mail.

When using, disclosing or requesting PHI, I make reasonable efforts to limit PHI to the minimum necessary to accomplish the intended purpose of the use, disclosure or request. I recognize that the requirement also applies to covered entities that request my patients' records and require that such entities meet the standard, as required by law.

The minimum necessary requirement does not apply to disclosures for treatment purposes or when I share information with a patient. The requirement does not apply for uses and disclosures when patient authorization is given. It does not apply for uses and disclosures as required by law or to uses and disclosures that are required for compliance with the Privacy Rule.

Your signature on the Patient Information form indicates you have received a copy of the Alabama Notice Form: Notice of Policies and Practices to Protect the Privacy of Your Health Information (NPP) and agree to its terms and services as an acknowledgement that you have been given the HIPAA Notice Form to read.

NEW PRESCRIPTION AND PHONE PROTOCOL

Due to the large volume of phone calls received daily, we are enforcing a new protocol that we ask all patients to follow when requesting prescription refills:

1. Call your **pharmacy**, and ask for a refill. If you do not have any more refills on file with the pharmacy, **ask that the pharmacy send a faxed prescription request to our secure fax line (205) 329-7806**. If the pharmacy is unable to fax a request, ask that the pharmacy staff call our office at (205) 329-7805, since these phone calls are generally more brief and efficient.
2. Wait **24 hours** before calling the pharmacy to see if your refill has been approved. Remember, it is your responsibility to notify the pharmacy at least **48 hours** BEFORE you run out of your prescription. Also, remember that Dr. Herndon is only in the office on Tuesday, Wednesday, and Thursday and will only be able to approve refills on those days.
3. If, **after 24 hours**, your prescription has not arrived at the pharmacy, feel free to call our office and leave a brief message stating your name, the drug to be refilled, your date of birth, and the pharmacy phone number. **Remember, check with the pharmacy first to see if the prescription has been filled.** Calling our office to check on your refills will only increase our phone volume and result in further delays in getting the prescription authorized.
4. For drugs, such as Ritalin, Adderall, Dexedrine, and Concerta, that must be written, please feel free to call our office for a refill request. Written prescriptions must be picked up in-office and will no longer be mailed to the patient unless prior arrangements have been made with your doctor.
5. **When you come in for an appointment**, please request that your doctor give you a **written prescription** for future refills rather than having the office staff call them in at the time of your visit, since that is much more time-efficient.
6. **NO PRESCRIPTIONS WILL BE CALLED IN ON FRIDAYS AFTER 12PM.**

Again, please try and limit your phone calls to the office to two (2) calls per week unless there is an actual emergency (this includes calls to check on your appointment times). Mitch is the medical assistant for four providers and is unable to provide medical advice or counsel patients. If you need to change or alter your prescription, please be aware that you will now be asked to make an appointment to do so. **Requests to be put on NEW medications will no longer be handled over the phone.** We will make every effort to get you in to see your provider as soon as possible to make these changes.

If you have any questions regarding our new policies, please direct them to your provider and be assured that all changes are being made so that we may better serve your mental health needs. We are a small practice and must utilize our resources to their utmost potential.

Thank you,
Management

NEW PRESCRIPTION MAILING PROCEDURES

Effective Wednesday, July 11, 2007, Dr. Herndon and Dr. Tieszen will no longer be mailing out any prescriptions. If you have a prescription that cannot be called in (e.g., Adderall), you must make arrangements to pick it up in person at our office. **Please call 24 hours in advance to pick up to assure that the prescription is ready when you come in.** The ONLY exceptions to this policy will be for patients who either:

- live more than 50 miles away from the office, or
- are too *physically* debilitated to travel to the office.

For patients who meet one of the above criteria, you must make arrangements with Mitch to provide our office with your own supply of self-addressed, stamped envelopes to be kept in your chart.

We apologize for any inconvenience that this may cause you, but please be assured that we are simply coping with having a small staff and with the ever-rising cost of postage. Sending out hundreds and hundreds of prescriptions a month becomes very expensive over time.

So PLEASE REMEMBER: no prescriptions will be mailed out of our office to patients after the date of Wednesday, July 11, 2007. Please do not ask for any special accommodations with regard to this new policy, UNLESS YOU MEET ONE OF THE AFOREMENTIONED EXCEPTIONS, as they will not be granted.

Thank you,

Management
Mental Health Management, LLC

MEDICATION SAMPLES POLICY

Due to the infrequency and uncertainty with which we receive samples of psychiatric medications in our office, it is NOT the policy of Dr. Tieszen or Dr. Herndon to provide enough samples for patients' entire monthly dosage requirements unless under the following circumstances:

1. The patient is being seen for an initial visit and new medications are being tried to alleviate newly diagnosed problems.
2. Your doctor wishes to change or add to your medication regiment and would like for you to try a sample pack.
3. Extreme financial hardship, coupled with the high price of the prescribed medication, makes purchasing the medication impossible. This must be determined with each physician on a case-by-case basis.
4. The physician chooses to give you samples at your scheduled visit.

What this means:

Patients should not rely upon or expect samples to be provided any time they stop by the office or call for more samples. We are a medical office, not a pharmacy, and we are unable to stock enough drugs to provide such high demands for all of our patients. Again, due to the uncertainty with which we receive these samples, it would be irresponsible for any patient to depend upon samples to ensure proper treatment.

Your alternatives:

1. Many insurance companies provide drug coverage. Call your insurance provider to discuss options.
2. Drug manufacturers often offer programs that provide assistance with certain expensive psychiatric medications. Ask your provider if your drug is one for which such a program exists. **Please note that the office staff (Mitch) is not responsible for filling out the paperwork associated with such programs. If you cannot fill out the paperwork on your own, please consult a family member or friend or make an appointment with Dr. Tieszen or Dr. Herndon for guidance.**

Please remember that your doctor and staff will work with you to provide the best care possible in each given situation and wish for your continued mental health. It is simply not possible, though, to provide the amount of samples that we are being asked to supply by each patient at this time.

I have read the above policy, understand it, and promise to abide by it.

Patient Name

Date