

## **MPS Mental Health – Patient Policies & Practice Information**

This document explains how our practice works, what you can expect from us, and what we need from you. Our goal is to provide clear, supportive care while maintaining appropriate boundaries that keep everyone safe.

### **1. About Our Practice**

MPS Mental Health is a telehealth-only mental health practice based in Ohio. All services are provided using secure video technology. You must be physically located in Ohio at the time of your appointment. We provide outpatient mental health services, including psychiatric evaluation, medication management when applicable, and therapy services within the scope of provider licensure.

We do not provide emergency, crisis, or inpatient services. If you are experiencing an emergency or feel unsafe, please call 911 or go to the nearest emergency room.

### **2. Telehealth Appointments**

Telehealth appointments work much like in-person visits, but they take place by secure video. You are expected to join your session from a private, quiet location where your confidentiality can be maintained.

For safety reasons, sessions may not take place while you are driving or engaging in activities that could be distracting or unsafe. If a session cannot be conducted safely or privately, it may be ended or rescheduled.

### **3. Appointments, Scheduling, and Attendance**

Appointments are scheduled in advance and are reserved specifically for you. If you need to cancel or reschedule, we ask that you do so as early as possible.

Late cancellations or missed appointments may result in a fee, as outlined in our Terms of Service. Arriving late to an appointment may reduce the length of your session.

### **4. Fees, Billing, and Payments**

We work with a variety of insurance plans and also offer self-pay options. Insurance verification is completed as a courtesy, but coverage decisions are ultimately made by your insurance provider.

You are responsible for copays, deductibles, and any charges not covered by insurance. Statements are issued for outstanding balances.

If a balance remains unpaid after multiple statements, services may be temporarily placed on hold until the balance is resolved. In some cases, continued nonpayment may result in referral to collections.

We understand that financial hardship can occur. In limited situations, financial hardship adjustments may be considered on a case-by-case basis. These adjustments are not guaranteed and must be discussed with our office.

## **5. Privacy and Medical Records**

Your privacy is important to us. We follow all applicable privacy laws, including HIPAA. You will receive a separate Notice of Privacy Practices that explains how your information is used and protected.

You may access your medical records through the patient portal. Requests for records to be sent to third parties require a signed authorization.

## **6. Communication and Boundaries**

Secure messaging through the patient portal is the best way to contact us for non-urgent matters. Messages are typically reviewed during business hours.

We do not provide 24/7 on-call or emergency services. Messages sent after hours will be addressed as soon as reasonably possible.

## **7. Ending Services**

Services may end when treatment goals have been met, if you choose to discontinue care, or if ongoing treatment is no longer appropriate. When possible, referrals and transition planning are provided.

## **8. Patient Acknowledgment**

By receiving services from our practice, you acknowledge that you have reviewed and understand these patient policies. If you have questions, we encourage you to ask.