



# MAITRI

## MENTAL HEALTH

Maitri Mental Health offers integrative medication management services to assist with the stabilization and treatment of mental health symptoms while individuals are engaged in treatment and working towards recovery.

Our team embraces a holistic treatment philosophy. In addition to medication management and brief, solution-focused psychotherapy, we offer genetic testing to individualize medication options and give insight into supplements that might be beneficial. Our providers also offer education on other treatments that may assist individuals achieve whole health including therapeutic services, body work, lifestyle changes, and skill building. Medication providers and therapeutic staff work closely together to ensure a collaborative and well balanced approach.

Please take time to read our policies and procedures regarding medication management services. Collaboration between providers and clients is most effective when all parties involved understand the goals and expectations of service delivery. Maitri staff will assist individuals explore whether a referral to a higher level of care or an outside entity is necessary if desired services are out of scope. It is also important that our staff participate in self care to maintain excellence in mental health and that limits “on call” availability or treatment on non-business days.

### **Maitri Benzodiazepine Policy**

Benzodiazepines (medications such as Xanax, Ativan, and Klonopin) will rarely be prescribed at Maitri. When they are prescribed, it will be done on a time-limited basis. Maitri has decided to make these changes in our prescribing practices to help reduce the growing substance abuse problem in our communities and to reflect the current understanding that benzodiazepines can worsen anxiety and contribute to cognitive decline over the long term. Benzodiazepine medications are potentially lethal in accidental overdoses, particularly when mixed with alcohol and/or opioid pain medications. Our hope is to ensure the safety and health of all clients seen at this practice.

## **Maitri Stimulant Policy**

Stimulant medications are a first line treatment for the symptoms of ADHD, however, they carry the risk of tolerance, dependence and abuse. For this reason, their use is tightly regulated. In order to continue to be able to prescribe these medications to our clients, we require a stimulant agreement to be fully discussed and agreed upon by you and your ARNP.

## **Maitri Refill Policy**

The routine practice of our providers is to write a prescription to cover your medication needs until your next appointment. If you keep scheduled appointments or reschedule promptly, there should be no need for additional refills. If an exception occurs, please have your pharmacy make a refill request at least 5 working days before you will run out of medication. Refills will be considered on a case by case basis. Please note, we do not process refill requests after hours, on weekends or on holidays.

Please remember that it is your responsibility to schedule a follow-up appointment before you run out of medication and within the return time frame determined in your treatment plan. Controlled substances cannot be refilled by phone and will only be written during office visits, if appropriate.

It is important that we maintain contact with our clients to assure best practice, safety, and meet treatment goals. Maitri requires individuals who are receiving medication services to have routine in-office checks with their provider at least every three months.

## **Limitations on Requests for Forensic and Court Support Services**

- **Disability:** We provide services and documentation for established clients who are working with disability lawyers. However, individuals who are seeking services to establish disability are referred to outside providers and organizations.
- **Emotional Support Animals:** We provide advocacy and documentation to established clients, but do not offer assessment or report writing for primary purpose of gaining an emotional support animal letter.
- **Rate For Reporting:** We bill our hourly rate for all documentation services provided to our clients.

## **Payment At Time of Service Policy**

- We require that clients make full payment at the time of services. Our intake staff provides clients with full disclosure and assistance in identifying insurance benefits for services requested prior to scheduling, as well as information about private pay rates.

- We require that a credit card be on file for services.

### **Cancellation and No Show Policy**

- We require clients to provide one full business day notice of the cancellation of their appointment.
- Clients that are 10 minutes or more late for a 30 minute appointment or 15 minutes or more late for a 60 minute appointment will be considered a “no show” as providers do not have adequate time for treatment.
- Clients will be charged \$100 for missed appointments or late cancellations - this may exceed the insurance company rate. Please note, insurance companies will not pay for missed sessions; payment for these sessions are the responsibility of the patient and must be taken care of before a client can be rescheduled.
- If you miss an appointment and don't contact Maitri Mental Health within 30 days, you may be subject to dismissal as a patient. In such cases, treatment must be re-established for further services to continue which includes medication refills.
- Additionally, Maitri Mental Health reserves the right to terminate treatment if a patient is not actively participating in treatment goals or if it is determined that the client's needs can be best served by another provider.
- Typically, a patient must be seen a minimum of every three (3) months or more frequently, as indicated by the treatment plan, for continuation of the provider-patient relationship.

### **Right to Terminate**

Maitri Mental Health reserves the right to terminate the provider-patient relationship under the following circumstances:

- When Maitri Mental Health services may no longer be beneficial to the client
- When another professional might be of better service
- When payment is not received
- When a client misses two consecutive appointments without 24 hours notice or frequently misses appointments
- When a client does not cooperate with the agreed upon treatment
- If a client or family member/significant-other are hostile or aggressive, or cause any disruption in our work space

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Printed Name

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Signature

