

2024

# MINDHOPE WELCOME LETTER AND OFFICE POLICIES



*Where Transformation Begins*



## WELCOME LETTER

Dear Patient

Welcome to MindHope of Oviedo. We are honored that you have chosen us as your Mental Health Care Provider. You and your family are important to us and we look forward to developing a healthy relationship. Our goal is to provide our patients the best care in a timely and respectful manner. The Staff at MindHope strives to make your experience with us as comfortable and stress-free as possible. In order to provide the highest quality of care to our patients we have implemented an office policy regarding appointment/cancellation policy and other important information that will enable us to help you better. Please note that the office policy is attached with this letter. Please make sure to review and keep a copy for your records.

In the New Patient Information packet, you will see the different consent forms that you will need to complete before your scheduled appointment. The intake/health questionnaire forms will help us address your specific concern. Completing these forms in advance will save time and allow us to spend more time answering any questions you may have.

Below is a checklist to help you gathered all the information that you need to bring.

- ❖ Photo ID (Legal guardians need to provide legal proof with photo ID)
- ❖ Intake form
- ❖ Notice of Privacy Practice
- ❖ Treatment and Communication Consent Form | on the same page| Consent for Electronic Prescribing
- ❖ Patient Health Questionnaire
- ❖ Patient Family/Friends Authorization Form | on the same page| Pharmacy Preference
- ❖ PHQ-9 Depression Assessment Form (**\*THIS IS A MUST**)
- ❖ List of ALL current medications
- ❖ Patient Authorization form for Release or obtain medical records (*You will complete and sign this form at the office*)

In addition to the above documents that you need to bring to your next appointment if you have the following, please bring it to your appointment:

**\*Recent Tests for Diagnosing Specific Mental Health Conditions:**

**TO ALL PATIENTS**

We ask that you allow plenty of time to get to the office for your appointment. We strive to stay on time but from time to time a patient emergency may arise resulting in a delay that may cause a slight change in the time of your scheduled appointment, however your scheduled time with your provider will not change. Due to the nature of our practice these emergencies can happen and that is why we **STRONGLY** suggest that when scheduling your appointment that you try not to schedule other appointments that are back-to-back in case your appointment runs few minutes behind.

Providing the highest quality of professional care to our patients is very important to us.

After hour Calls are routed to our call Service Center

We DO NOT offer 24hour Emergency Services

If you have an EMERGENCY that is life threatening  
**YOU NEED TO CALL 911 OR ASK A FRIEND TO TAKE YOU  
TO THE NEAREST HOSPITAL**

Our office hours for Patient Care are:

Monday through Thursday from 8:30a.m. to 5:00p.m.

Fridays from 8:30a.m. to 4:00p.m.

We close for LUNCH from 12:00 noon to 1:00p.m.

Saturday-Sunday CLOSED

2572 West State Road 426\*Suite 3056\*Oviedo Florida 32765

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[Review MindHope Office Policies](#)

[Make sure to print a copy for your records](#)

**YOU NEED TO ARRIVE 15-20 MINUTES PRIOR TO YOUR SCHEDULED APPOINTMENT**

Client's Right: Rules Under Chapter 440, Florida Statutes "In Florida, an injured worker has the right to select a pharmacy or pharmacist. Florida Law prohibits interference with the right the patient has to choose a pharmacy at any time a patient becomes dissatisfied with their pharmacy or pharmacist's services, they can seek another pharmacy to fill their prescription. The insurer, Attorney, Adjuster or Case Manager, Physician, or Nurse cannot interfere with their rights to choose which pharmacy they prefer.

## OFFICE POLICIES

- We have reserved a special time just for you so that you can have the time that you deserve with your Provider without being rushed. To ensure that each patient is given the proper amount of time allotted for their visit and to provide the highest quality care, we ask that everyone is on time for their scheduled appointment
- We strive to stay on time but from time to time an emergency may arise that is out of our control resulting in a delay that may cause a slight change in the time of your scheduled appointment; however, rest assure that your time with the doctor will NOT change.
- Due to the nature of our practice these emergencies can happen (although not common) we **STRONGLY** suggest that when scheduling the follow-up appointments that you try not to schedule other doctors' appointment that is back-to-back in case your appointment runs few minutes behind. Please be sensitive to others if an emergency arises, remember it can happen to anyone.
- **FOR NEW EVALUATIONS: Everything needs to be processed through your Adjuster, Nurse Case Manager, or Legal Counsel.** You need to contact them to let them know if you need to canceled or re-scheduled the appointment. **PLEASE NOTE THAT 14 BUSINESS DAYS ARE REQUIRED FOR THE ADJUSTER, NURSE, OR ATTORNEY TO CANCEL, OR RESCHEDULE A NEW EVALUATION APPOINTMENT.**
- **FOR NEW EVALUATIONS: If you do not show up for your appointment, we will immediately notify your Adjuster, Nurse, or Legal Counsel and they will determine the course of action.**
- When you do not show up for a scheduled appointment, you are taking an appointment slot that could have been used for another patient. Again, we understand that emergencies can occur and we can assure you that we will work with these circumstances when they arise on a case-by-case basis.
- For **ESTABLISHED PATIENTS ONLY.** To have an efficient and orderly practice, we request your consideration of the physician's time by asking that you **call the office forty-eight hours hours (that is 2 days)** in advance, if you need to **cancel**, or **reschedule** an appointment. This will give our staff plenty of time to notify those patients that are on our "waiting list" for any cancellations.

### Medications/Lost or Stolen Prescriptions

- ***An office visit is required for any refills, NO EXCEPTIONS.*** If a prescription for a CONTROLLED medication is stolen or lost it is required that the patient report the lost or stolen prescription to the police and bring a copy of the report to us. This report will be included in the patient's chart. Please be advised that even if you bring this report to us, it is to the Providers' discretion to replace a prescription. Understand that controlled medications are closely monitored by State Regulations.



- Lost prescription, failure to take new prescription to be filled on time calls to the pharmacy, or refaxing of your prescription because it was lost/stolen, and any other additional work that results in staff time due to these unforeseen circumstances will result in an administrative charge of **\$35.00 billed directly to you**. Please be advised that Insurance will **NOT** reimburse patients for these charges neither MindHope of Oviedo will bill patient's insurance for them.  
**Other Information/Service Charges**
- **Documents/Letters:** We understand that at times, various forms or letters may be requested however, because this can be time consuming, please note that 7-10 business days is required for any completion of forms, letters, or a summary report. Also note that this will incur in a charge based on the complexity of the document requested.
- **Medical Records:** Per HIPPA guidelines, copies of medical records must be requested in writing. It is important to ensure your privacy. A sign release of medical information form will be required before any release of records. **NO EXCEPTIONS.**
- **Dismissal:** In the event, a patient has incurred **two (2)** documented **"no-shows" and/or "same-day cancellations,"** that are not due to sickness or emergency, the patient may be subject to dismissal from MindHope.
- If you are **NOT COMPLIANT** with your treatment recommendations, do not keep up with your scheduled appointments, if your conduct in the office or with the staff is disruptive or inappropriate **YOU WILL BE DISCHARGE** from the practice under these circumstances.
- **Psychiatric Evaluations are between 1-2 hours long.** Please note that the Initial Psychiatric Evaluation is to establish not only rapport between you and the Provider but also to establish your Mental Health Treatment Plan accordingly to the Provider recommendations. Also, this is the time for the Physician to determine if he/she will continue providing treatment or decides not to continue treatment based on the information gathered during the interview process.
- Follow-up appointments are for medication management **ONLY** and not for psychotherapy sessions. **Fifteen (15min)** is the average time for a follow-up appointment. If the doctor feels that you will benefit from Psychotherapy, he will let you know or if you feel that you would like Psychotherapy you can also discuss that with your doctor during your appointment.
- As a **courtesy**, our Staff will call you a day before to remind you of your appointment however keep in mind that we are not legally bound to call you. It is the patient's responsibility to mark their calendars and or use any form or method to remind themselves of their appointment.

Remember that keeping up with your appointments is very important to maintain a healthy relationship not only with your doctor but with everyone that is involved in your treatment plan through the Workers Compensation System. It is in our best interest to help you with your overall mental health wellness, but it is up to you to do your part by being compliant with your treatment for your own success!

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