

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 building a strong, healthy relationship with you. Our goal is to provide you with the best care in a timely and respectful manner. Our staff strives to make your experience as comfortable and stress-free as possible.

To ensure we offer the highest quality of care, we have implemented an office policy regarding appointments, cancellations, and other important information. Please review the attached office policy and keep a copy for your records.

The New Patient Information packet contains various consent forms that must be completed before your scheduled appointment. The intake and health questionnaire forms will help us address your specific concerns. Completing these forms in advance will save time and allow us to focus on answering any questions you may have.

- Please bring the following to your appointment:
- Photo ID (Legal guardians must provide legal proof with photo ID)
- Intake form
- Notice of Privacy Practice
- Treatment and Communication Consent Form (includes Consent for Electronic Prescribing)
- Patient Health Questionnaire
- Patient Family/Friends Authorization Form (includes Pharmacy Preference)
- PHQ-9 Depression Assessment Form (This is required)
- List of all current medications
- Patient Authorization Form for Release or Obtaining Medical Records (to be completed and signed at the office)
- Additionally, if you have recent tests related to specific mental health conditions, please bring those as well.

**Important Notes:**

Please allow ample time for your appointment to arrive. While we strive to stay on schedule, emergencies may cause slight delays. We recommend scheduling other appointments with flexibility to accommodate any potential delays. After-hours calls are routed to our call service center. Please note that we do not offer 24-hour emergency services. In the case of a life-threatening emergency, **call 911** or go to the nearest hospital.

**Our office hours for patient care are:**

**Monday through Thursday: 8:30 a.m. to 4:30 p.m.**

**Friday: 8:30 a.m. to 3:30 p.m.**

**Lunch Break: 12:00 p.m. to 1:00 p.m.**

**Saturday-Sunday: Closed**

**Office Address:**

**2572 West State Road 426, Suite 3056**

**Oviedo, FL 32765**

Contact Information:

Office: 407-706-6580

Email: [info@mindhopeofoviedo.com](mailto:info@mindhopeofoviedo.com)

Please review **MindHope** office policies and print a copy for your records. Ensure you arrive 15-20 minutes before 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

### Appointment Time and Punctuality

- We schedule specific appointment times to ensure you receive the dedicated time you deserve with your provider without feeling rushed. To maintain the quality of care and ensure all patients receive adequate attention, we ask that you arrive on time for your scheduled appointment.
- While we strive to maintain punctuality, emergencies beyond our control may occasionally cause delays. If this occurs, rest assured that the time allocated for your consultation with the doctor will not be reduced.
- Given the unpredictable nature of emergencies, we strongly advise against scheduling other medical appointments immediately after you visit with us to accommodate any unforeseen delays. We appreciate your understanding and patience, as these situations, though rare, can happen to anyone.

### New Evaluations

- All new evaluations are coordinated through your Adjuster, Nurse Case Manager, or Legal Counsel. If you need to cancel or reschedule, please inform them directly. **A minimum of 14 business days' notice is required for any changes to new evaluation appointments.**
- Failure to attend a new evaluation appointment will result in immediate notification to your Adjuster, Nurse, or Legal Counsel, who will decide the next steps.
- Missing a scheduled appointment prevents another patient from being seen. While we understand emergencies occur, we handle these instances on a case-by-case basis.

### Established Patients

- To maintain an efficient practice, we request that you notify our office at least **48 hours** (two days) **in advance** if you need to cancel or reschedule an appointment. This allows us to accommodate other patients on our waiting list.

### Medications and Prescription Policy

- An office visit is required for any prescription refills—no exceptions. If a prescription for a controlled medication is lost or stolen, you must report it to the police and provide us with a copy of the report for your medical record. Please note that replacing a prescription is at the provider's discretion, as controlled substances are strictly regulated.
- An administrative charge of **\$35.00** will be applied for lost prescriptions, delays in filling new prescriptions, pharmacy calls, or re-faxing prescriptions due to loss or theft. This fee is not covered by insurance and will be billed directly to you.



## Additional Services and Charges

- **Documents and Letters:** Requests for forms, letters, or summary reports require 7-10 business days for completion and may incur charges based on complexity.
- **Medical Records:** In compliance with HIPAA regulations, medical records requests must be submitted in writing, accompanied by a signed release form.
- **Dismissal Policy:** Patients with two consecutive documented "**no-shows**" or "**same-day cancellations**" without valid reasons (e.g., sickness or emergency) may be **dismissed** from the practice. Additionally, non-compliance with treatment plans, failure to attend scheduled appointments, or inappropriate conduct may result in discharge from MindHope.

## Psychiatric Evaluations and Follow-up Appointments

- Initial psychiatric evaluations typically last **1-2 hours** and are crucial for establishing a rapport and developing a personalized mental health treatment plan. The provider may also decide whether to continue treatment based on this evaluation.
- Follow-up appointments, focused on medication management, are typically 15 minutes long. If the doctor recommends psychotherapy or if you are interested in it, this can be discussed during your appointment.

## Appointment Reminders

- As a courtesy, our staff will call you a day before your appointment to remind you. However, **it remains the patient's responsibility to keep track of appointment dates and times.**

Maintaining your appointments is essential for effective treatment and a healthy relationship with your provider and everyone involved in your care plan through the Workers' Compensation System. We are committed to supporting your overall mental health wellness, but your active participation and compliance are crucial for your success!

*Thank you for choosing MindHope  
Where Transformation Begins!*

**[SCROLL DOWN FOR IMPORTANT INFORMATION](#)**

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.

## What does workers' compensation law say about pharmacy choice?

On Behalf of Kaylor, Kaylor & Leto, P.A. | Jul 14, 2020 | Workers' Compensation |

Sustaining an injury on the job can require a number of treatments like hospital stays, therapy sessions at health care facilities, and at-home recuperation. Even if you get back on your feet, you may need to take medication for the foreseeable future. Your medication may take the form of prescription medication, and you might have a preference for which pharmacy fills your prescription.

You may trust a specific pharmacy above others in your area, or you might choose a pharmacy based on convenience. You also probably do not want your employer to have a say in which pharmacy you go to. **Fortunately, Florida workers' compensation law addresses your rights to acquire medicine from a pharmacy.**

### **You have the right to choose**

State law is clear that if you sustain an injury or contract an illness on the job, you retain the right to seek whatever pharmacy you want to go to. You may also choose the pharmacist who will fill your prescriptions. Your choice also extends to switching pharmacies. If you have a problem with one pharmacy, you may pick another to handle your prescriptions.

### **What employers cannot do**

Florida law places limits on what employers can do as it pertains to your pharmacy choice. In addition to having no say in which pharmacy you go to your employer cannot impose conditions on your medical coverage depending on what pharmacy you go to. In another words, your employer cannot require you to go to a particular pharmacy in order to receive workers' comp coverage.

These prohibitions extend to other parties associated with the employer. An insurance carrier, a representative acting on behalf of the employer, or an agent representing the employer may not restrict your pharmacy choice or do anything to interfere with your choice of a pharmacy or pharmacist. An employer who tries to get around the law by using an intermediary may invite legal consequences for interfering with your rights.

**It is important to remember that you should never feel pressured to select a pharmacy, even if the recommendation comes from your attorney. If your attorney or anyone else pressures you to choose a particular pharmacy, please be aware of your rights and do not feel intimidated. You will not lose your workers' compensation benefits if you do not follow their recommendations\***

# KAYLOR, KAYLOR & LETO

A LOCAL LAWYER SOLVING LOCAL PROBLEMS

TO VIEW THE OFFICIAL LETTER SENT FROM

THE CHIEF FINANCIAL OFFICER, JIMMY PATRONIS STATE OF FLORIDA

GO TO:

<https://www.myfloridacfo.com/Division/WC/pdf/DWC-01-2020.pdf>

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**This Statement Below is NOT part of the Article above**

**Benefits of In-Office Medication Dispensing**

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"In-office medication dispensing refers to the practice of preparing and distributing prescription medications to patients directly within the physician's practice or other medical settings. Recent advancements in technology have revolutionized the management of drug inventory and enabled precise dosing and efficient medication dispensation. This innovation enhances the safety, efficiency, and cost-effectiveness of treatment plan management.

Many individuals are well-acquainted with the challenges associated with filling prescriptions at local pharmacies. In contrast, in-office medication dispensing presents a compelling solution that offers significant advantages to both patients and physicians. It empowers physicians to provide patients with their prescribed medications before they leave the office, eliminating the need to contend with pharmacy-related inconveniences.

It is essential to note that Florida, Maine, New Hampshire, and Texas have enacted laws that uphold the injured worker's right to choose their pharmacy, thereby safeguarding patient autonomy in the decision-making process. It is crucial not to succumb to any undue pressure or intimidation from Insurance Carriers, Employers, Case Management, or Legal Counsel Representation when it comes to selecting a pharmacy. Your preference matters, and if you are satisfied with your current pharmacy, there is no obligation to make any changes. Conversely, if you find your current pharmacy unsatisfactory, you retain the right to switch to a pharmacy of your choice.

Whether you opt for obtaining your medications at your doctor's office or another pharmacy, it's important to recognize that you possess a voice in this decision-making process, and the choice ultimately belongs to you—no one else."

**Florida Statue 440.13 (3)(j)**

(j)....." a sick or injured employee shall be entitled, at all times, to free, full, and absolute choice in the selection of the pharmacy or pharmacist dispensing and filling prescriptions for medicines required under this chapter. *It is expressly forbidden for the department, an employer, or a carrier, or any agent or representative of the department, an employer, or a carrier, to select the pharmacy or pharmacist which the sick or injured employee must use; condition coverage or payment on the basis of the pharmacy or pharmacist utilized; or to otherwise interfere in the selection by the sick or injured employee of a pharmacy or pharmacist".*