

HARMONIOUS MIND LLC

Outpatient Psychiatric & Counseling Services


Practice Policies & Procedures

Version: 2025.2

Please read this document carefully. It explains our policies regarding scheduling, fees, communication, confidentiality, medications, and your rights as a patient. Sign and date the acknowledgment at the end to confirm you have read and understood these policies. This document is required by federal and state law.

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1. Welcome to Harmonious Mind LLC

Welcome to Harmonious Mind LLC (HML). We are an outpatient psychiatric and counseling practice dedicated to providing compassionate, evidence-based mental health care. Our goal is to create a nonjudgmental, patient-centered environment where you feel comfortable discussing your concerns.

Services We Provide

- Psychiatric evaluation and diagnosis
- Medication management and ongoing monitoring
- Individual psychotherapy and counseling
- Telepsychiatry appointments (video-based, subject to insurance coverage)
- Care coordination with other treating providers
- Computer-based ADHD testing (Quotient ADHD System) — objective, FDA-cleared neurological performance assessment for ADHD diagnosis and treatment monitoring
- Transcranial Magnetic Stimulation (TMS) — non-invasive, FDA-cleared treatment for treatment-resistant depression, administered through our TMS of Wilmington service (tmsowilmington.com)
- Spravato (Esketamine) intranasal treatment — FDA-approved therapy for treatment-resistant depression and major depressive disorder with acute suicidal ideation, administered under clinical supervision in our office

Services We Do NOT Provide

To ensure appropriate care, please be aware that HML does not offer:

- Forensic evaluations (custody, legal, probation, disability, workers' compensation)
- Court-ordered evaluations or testimony (see Forensic Affairs section for subpoena fees)
- Neuropsychological or psychoeducational testing (note: computer-based Quotient ADHD testing is offered — see Services We Provide)
- Bariatric surgery evaluations
- Letters supporting Emotional Support Animals (ESA)
- Completion of paperwork for any organization unless you have been seen at least 6 times and/or for at least 6 months
- Crisis or emergency psychiatric services (see Crisis section)

Becoming a Patient

You do not become an established patient of HML until both you and your clinician mutually agree that the treatment relationship is clinically appropriate. All treatment is voluntary. You may stop treatment at any time.

2. Office Hours & Appointments

Business Hours

Monday – Thursday: 9:00 AM – 5:00 PM

Friday: 9:00 AM – 5:00 PM

Saturday & Sunday: Closed (established patients may be offered occasional Saturday slots — inquire at scheduling)

Appointment Types & Duration

- Initial Evaluation: 45–90 minutes (may span 1–3 visits; we aim to complete evaluations within 30 days)
- Follow-Up / Medication Check: 10–30 minutes, at clinician's discretion
- Psychotherapy Sessions: 40–55 minutes
- Telepsychiatry: Same durations as in-person visits

What to Bring to Your First Appointment

- Photo ID and insurance card(s)
- All current medication bottles
- Past psychiatric, medical, and psychological records (including lab results and testing)
- Contact information for your current and past providers
- Teacher or school reports (for pediatric patients)

Visit Frequency

Children are typically seen monthly. All patients on psychiatric medications must be seen at least every three months — no exceptions. If you are unable to meet this requirement, we will assist you in finding another provider. Medication stability does not eliminate the need for ongoing clinical evaluation.

Appointment Punctuality

Appointments are expected to begin and end on time. If you arrive more than 10 minutes late, you will need to reschedule, and you remain responsible for the missed session fee. If your appointment runs beyond the scheduled time for any reason, you will be billed for the additional time at the prorated rate.

Unattended Children

The practice cannot supervise unattended children in the waiting area. Please make appropriate childcare arrangements prior to your appointment.

3. No-Show, Late Cancellation & Late Arrival Policy

Your appointment time is reserved exclusively for you. We do not overbook. We ask that you provide adequate notice so that we may offer your slot to another patient in need.

Cancellation Notice Requirements

- Standard appointments: Cancel at least 48 business hours in advance (weekends and holidays excluded).
- Example: A Monday appointment must be cancelled by the same time on the preceding Friday.
- Weekend appointments: Must be cancelled by the same hour on the preceding Thursday.
- Failure to cancel within these windows will result in the full session fee being charged.
- Stating that you did not receive a reminder does not exempt you from this policy.

Fees for Missed Appointments

- No-show fee: \$75
- Late cancellation fee (same business day): \$50

These fees are not covered by insurance and cannot be submitted for reimbursement.

Initial Evaluations — Strict Policy

Full prepayment may be required to book an initial evaluation. If you miss your first appointment without adequate notice, the fee is nonrefundable. A patient who does not attend their first scheduled appointment will not be offered further appointments at Harmonious Mind LLC.

Pattern of Missed Appointments — Discharge

Two consecutive no-shows will result in automatic discharge from the practice. We reserve the right to waive fees in documented exceptional circumstances (e.g., verified medical emergency).

Inclement Weather

In the event of significant inclement weather (hurricane, snowstorm, or ice storm below 34°F), appointments may be canceled or rescheduled. Patients must call or send a message at least three hours before their appointment to cancel without penalty. If you do not contact us and do not appear, the standard no-show fee applies regardless of weather conditions. Check our website or call the office for closures.

4. Communication & After-Hours Policy

Patient Portal (Preferred Method)

The secure patient portal is our preferred communication channel for non-urgent clinical questions, paperwork, and general inquiries. Portal messages are reviewed Monday through Friday, 9:00 AM – 5:00 PM. Messages received after hours, on weekends, or on holidays are reviewed the next business day. Please allow 1–2 business days for a response.

Portal messages and emails may only be used for administrative matters, including appointments, billing, and documentation requests. Clinical consults should be scheduled as appointments.

Telephone

Phone: (302) 633-6001

- Press 0 — Front Desk Staff
- Press 1 — Care Coordination (medical providers/pharmacies)
- Press 2 — New Patient Inquiries
- Press 3 — Psychiatric Emergency (existing patients)
- Press 5 — Prescription Refill Line
- Press 6 — Billing and Payments
- Press 7 — Office Location, Hours, and Holiday Schedule
- Press 9 — Care Team Directory

Routine calls are returned within 48 business hours. Brief calls of 5 minutes or less are not billed. Calls exceeding 5 minutes are billed in 10-minute increments (see Fee Schedule). After-hours calls are billed at twice the standard rate.

Text / SMS

You may text us at our main office number (302) 633-6001 or at (302) 565-4818. Text messages may be used for administrative matters only (scheduling, billing, document requests). Do not send clinical questions via text, as these channels are not encrypted and cannot be guaranteed as private.

Email

Email: Support@HarmoniousMind.com — administrative matters only.

Fax

Fax: (302) 295-6289

Fee for Clinical Messages Between Appointments

A fee may be charged for clinical phone calls and portal messages between appointments. This fee is not covered by insurance and does not apply to scheduling, billing, or other non-clinical inquiries.

After-Hours Policy

The office does not schedule or cancel appointments, process medication refills, or address clinical questions after hours, on holidays, or on weekends. For non-emergency concerns that cannot wait, leave a voicemail and a clinician or staff member will return your call as soon as possible.

5. Crisis Management & Emergency Services

HML does not provide crisis management or emergency psychiatric services. If you are in crisis, please use the resources below immediately.

EMERGENCY RESOURCES:

- 911 — *Life-threatening emergencies; go to your nearest emergency room*
- 988 — *Suicide & Crisis Lifeline (call or text)*
- Text HOME to 741741 — *Crisis Text Line (free, 24/7)*
- 1-800-273-TALK (8255) — *National Crisis Hotline*
- *During office hours: call ext. 0 (front desk) for all clinical emergencies*
- *Off-hours psychiatric emergencies: call ext. 3*

Hospitalization

HML clinicians do not have hospital admitting privileges. If your safety is at risk, you will be directed to the nearest emergency room for evaluation and possible inpatient admission.

6. Controlled Substance Policy

HML exercises careful clinical judgment when prescribing controlled substances (habit-forming medications). The following policies apply to all patients receiving controlled substance prescriptions:

Prescribing Restrictions

- Benzodiazepines will generally not be co-prescribed with daily opioid pain medications.
- Benzodiazepines will generally not be co-prescribed with stimulant medications.
- Stimulant medications (e.g., Adderall, Ritalin) will not be prescribed unless appropriate prior diagnostic testing is available for review.
- Controlled substances will not be prescribed to patients who use marijuana or illicit substances.
- Stimulant medications will not be prescribed to patients with uncontrolled hypertension.
- 90-day supplies of controlled substances may not be provided.

Monitoring & Compliance

Patients prescribed controlled substances agree to comply with random urine drug screenings completed within 5–7 days of a prescription, as part of their complete treatment plan. We also reserve the right to require a pill count at any time. Failure to comply within 48 hours of a request may result in discharge from the practice.

Lost or Stolen Prescriptions

Lost or stolen controlled substance prescriptions will not be replaced without a police report.

Doctor Shopping / Dual Prescribers

It is a felony to accept a controlled substance prescription from another prescriber in the same drug class without the knowledge and consent of both prescribers. If you receive psychiatric medications from another provider without notifying HML, you will be discharged from the practice.

Single Prescriber Policy

HML does not co-manage psychiatric conditions with outside prescribers. While you are under the care of an HML clinician, all psychiatric medications are expected to be prescribed exclusively through HML. Obtaining psychiatric medications from another provider will be interpreted as a transfer of care.

7. Medication Refill Policy

Medications are prescribed in quantities sufficient to last until your next recommended follow-up visit. Refills are provided only to patients who are actively engaged in treatment.

Refill Requirement — Follow-Up Appointment

Prescription refills require a current, up-to-date follow-up appointment as determined by your prescriber's requirements on file. The specific follow-up interval is set by your clinician and documented in your treatment plan. Refills will not be processed if you are overdue for a scheduled visit. It is your responsibility to schedule and attend follow-up appointments within the recommended timeframe to avoid a gap in your medications.

Requesting Refills

- First, check with your pharmacy to confirm you have no remaining refills on file.
- If no refills remain, contact the clinic via the prescription line (Press 5) or via the patient portal.
- Provide your full name, date of birth, pharmacy name and location, and medication details.
- HML does not respond to pharmacy-generated automated refill requests.

Processing Times

- Non-controlled medications: up to 3 business days
- Controlled substances: up to 5 business days

Check with your pharmacy after 7:00 PM on the final business day. You will not receive a separate call to confirm. Refills are not processed after business hours, on weekends, or on holidays.

Missed Appointments & Refills

If you cancel or miss a scheduled appointment, contact the clinic promptly if you need a medication bridge. Medications may be withheld at the clinician's discretion — particularly if a clinical evaluation is needed before continuing the medication. Abrupt discontinuation of certain medications can cause serious or life-threatening withdrawal. It is your responsibility to schedule follow-up appointments at the recommended intervals.

A fee may apply for refills requested outside of a scheduled appointment. Interim controlled substance prescriptions are provided at the clinician's discretion and carry a \$10 fee.

Medication Disclosure Obligations

You must inform every clinician and pharmacist of every medication you take, including over-the-counter drugs, vitamins, and supplements. Failure to disclose creates a risk of serious drug interactions and may violate applicable law.

Chart Closure for Non-Attendance

If you have not been seen and have not scheduled an appointment within 90 days, your chart will be formally closed. The clinician will no longer be your prescriber of record, and no further refills or care will be provided without a new intake appointment.

8. Professional Fees & Self-Pay Rates

Fees are collected on the day of service, prior to or at the time of your appointment. If you are unable to pay in full before the appointment begins, you will be asked to reschedule. Fees are subject to change; you will be notified at least 30 days in advance of any changes.

Self-Pay Rate Structure

Harmonious Mind LLC uses the Medicare Physician Fee Schedule (MPFS) as the basis for self-pay pricing. Rates are updated annually in alignment with CMS rate changes.

- Paid at time of service: 125% of the applicable Medicare fee schedule rate for the service rendered.
- Billing and invoicing required (payment not made at time of service): 135% of the applicable Medicare fee schedule rate.

Patients are encouraged to pay at the time of service to receive the lower rate. If you require invoicing or deferred billing, please notify us before your appointment so the correct rate can be applied.

Service	Fee
Clinical Visits — Self-Pay (125% Medicare at time of service; 135% if invoiced)	
Initial Evaluation / Consultation (45–90 min)	Medicare-based
Short Follow-Up / Med Check (10–25 min)	Medicare-based
Standard Follow-Up (30–40 min)	Medicare-based
Extended Follow-Up (55 min)	Medicare-based
Psychotherapy Session (55 min)	Medicare-based
Psychotherapy Session (40 min)	Medicare-based
Telepsychiatry — same rate structure as in-person visits	
Telepsychiatry — Short Follow-Up (25 min)	Medicare-based
Telepsychiatry — Standard Follow-Up (40 min)	Medicare-based
Telepsychiatry — Extended Follow-Up (55 min)	Medicare-based
Telepsychiatry Psychotherapy (55 min)	Medicare-based
Telepsychiatry Psychotherapy (40 min)	Medicare-based
Administrative & Miscellaneous Fees	
Clinical Phone Call (per 10 min; first 5 min free)	\$50
Miscellaneous Physician Services (per 10 min)	\$50
No-Show Fee	\$75
Late Cancellation (same business day)	\$50
Interim Controlled Substance Refill Fee	\$10
Medical Record Release Fees (Delaware Schedule)	
Pages 1–25	\$0.75 per page

Pages 26–100	\$0.50 per page
Pages 101 and above	\$0.25 per page
Minimum record release fee	\$10.00
Narrative summary (at physician discretion)	Reasonable professional fee
Paperwork & Letters	
Straightforward Letter	\$10
FMLA — Simple / Straightforward (1–2 pages)	\$25
FMLA — Complex / Ongoing Certification	\$50
FMLA — Recertification	\$25
Disability or Other Complex Paperwork	\$75 – \$150
Court / Legal Documentation (per hour)	Contact office
Specialized Services — TMS & Spravato (Esketamine)	
TMS (Transcranial Magnetic Stimulation) — treatment-resistant depression	Contact office
Spravato (Esketamine) intranasal — treatment-resistant depression / MDD with acute suicidality; administered in-office under clinical supervision per FDA REMS protocol	Contact office
Quotient ADHD System — computer-based ADHD performance assessment	Contact office
Financial Penalties	
Returned / Bounced Check Fee	\$75

All services provided outside business hours (before 9:00 AM or after 5:00 PM Monday–Friday) are billed at twice the standard rate. No-show and late cancellation fees are not covered by insurance and cannot be submitted for reimbursement.

9. Insurance & Billing

In-Network Insurance

Please confirm your current in-network status directly with the office, as panel participation is subject to change. Patients with in-network coverage will have claims filed by HML as a courtesy. Your copay, coinsurance, and deductible are due at the time of service.

Out-of-Network Patients

If HML is out-of-network with your insurer, payment in full is due at the time of service. Upon request, we will provide a superbill (itemized receipt) that you may submit to your insurer for possible reimbursement. Insurance reimbursement is governed by your individual policy; HML is not responsible for filing or guaranteeing reimbursement for plans we do not accept.

Outstanding Balances

We reserve the right to cancel a scheduled appointment if you carry an outstanding balance of \$50 or more. Please contact us in advance to make payment arrangements.

Referrals & Pre-Authorizations

Some plans require a referral from your primary care provider before specialist visits. It is your responsibility to obtain any required referral or prior authorization at least 48 hours before your appointment. Failure to do so may result in rescheduling or full out-of-pocket payment. If a claim is denied due to a missing authorization, the full cost is your responsibility.

Payment Methods

We accept cash (exact change), credit/debit cards, FSA, and HSA cards. Checks are accepted on a case-by-case basis for established patients. A \$25 fee applies to returned checks; future payments will be required in cash or card. A credit card on file is required for all patients to cover no-show fees, after-hours services, and clinical message fees. A test transaction may be run to verify the card is active prior to your appointment.

Overdue Accounts

Overdue accounts may be referred to a collection agency as a last resort. You are responsible for any fees incurred from collection agencies, banks, or credit card companies due to non-payment or disputed charges.

10. Medical Records, Letters & Forms

Please allow at least two weeks for processing of records, letters, and form requests. Some administrative and clinical documentation services carry fees not covered by insurance (see Fee Schedule, Section 8).

Medical Record Copy Fees (Delaware Schedule)

- First 25 pages: \$0.75 per page
- Pages 26–100: \$0.50 per page
- Pages 101 and above: \$0.25 per page
- Minimum fee: \$10.00

A reasonable professional fee may be charged for the review and preparation of a narrative summary of your medical record, at the physician's discretion.

FMLA & Disability Paperwork

Completion of FMLA, disability, or other complex paperwork is a service provided at the clinician's discretion and only for established patients who have been seen at least 6 times or for at least 6 months. Fees are listed in the Fee Schedule. Please allow at least two weeks. Rush processing is not guaranteed.

Electronic Health Records

HML uses a HIPAA-compliant electronic health record (EHR) system. We reserve the right to change EHR systems at any time, provided we maintain compliance with applicable privacy laws.

Patient Portal Forms

We may send questionnaires or intake forms through the patient portal prior to your appointment. Please complete all forms at least 24 hours before a follow-up visit. For an initial evaluation, all paperwork must be completed within 3 days of the request being sent, or the appointment may be canceled.

11. Confidentiality & Privacy

All information shared during treatment is strictly confidential and protected under HIPAA and applicable Delaware and federal law. We will not disclose your health information without your written consent except in the following legally mandated circumstances:

Mandatory Disclosure Exceptions

- Suspected child, elder, or vulnerable adult abuse or neglect
- Imminent threat of harm to yourself or others (duty to warn/protect)
- Court order or valid subpoena
- Inability to provide for basic needs (food, water, shelter) due to mental illness, requiring hospitalization
- Reasonable clinical certainty that a patient cannot safely operate a motor vehicle or heavy machinery due to cognitive impairment
- Initiation of a legal action against the clinician

Insurance Disclosure

If you use insurance for payment, basic clinical information (diagnosis, treatment codes) will be shared with your insurer as required for billing and authorization. By signing this document, you authorize disclosure of the minimum necessary information required to process your claims and coordinate your care.

Care Coordination

By signing this agreement, you authorize HML to communicate with other treating providers and referral sources when clinically appropriate. Covering providers will have access to your clinical record when your primary clinician is unavailable.

Recording of Sessions

Audio or video recording of any session is strictly prohibited without the clinician's explicit written consent. Unauthorized recording is grounds for immediate termination of the therapeutic relationship.

Minor Patients

For patients under 18, parents or legal guardians are entitled to information about their child's care as permitted by law. However, clinicians may exercise professional judgment to protect minors' confidentiality in certain therapeutic contexts.

12. Patient Rights & Responsibilities

Your Rights

- To receive care in a safe, respectful, and nonjudgmental environment
- To be informed about your diagnosis, treatment options, risks, and benefits
- To ask questions and receive honest answers
- To refuse or discontinue treatment at any time without penalty
- To request referrals to other mental health providers if HML is not the right fit
- To access your medical records (fees and timelines apply)
- To have your confidential information protected under HIPAA

Your Responsibilities

- Arrive on time for appointments or provide adequate cancellation notice
- Complete intake forms and portal questionnaires before your visit
- Bring all medication bottles and relevant records to your first appointment
- Inform your clinician of all medications, supplements, and substances you use
- Report any problems with medications or treatment as soon as possible
- Pay your share of costs at the time of service
- Keep your contact and insurance information current
- Schedule follow-up appointments within recommended timeframes

13. Consent for Treatment

All treatment at HML is strictly voluntary. You may choose to stop treatment at any time. If you experience any problem with medication or therapy, it is your responsibility to notify your clinician promptly. Do not abruptly discontinue medications without first consulting your clinician, as some medications carry risk of serious withdrawal if stopped suddenly.

14. Discontinuation of Treatment

A clinician may discontinue care for the following reasons:

- Non-payment of outstanding balances
- Two consecutive no-shows (automatic discharge)
- Repeated late cancellations or a pattern of non-attendance
- Non-compliance with treatment recommendations
- Obtaining psychiatric medications from an outside prescriber without disclosure
- Modifying prescribed medications without consulting your clinician or a covering provider
- Failure to comply with random drug screening or pill count requests
- Disrespectful, abusive, or threatening behavior toward staff or other patients
- Violation of any provision of this Policies and Procedures agreement
- Inability of HML to meet your clinical needs
- Geographic relocation or transfer of care
- Successful completion of agreed-upon treatment goals
- Patient choice to discontinue care

Voluntary Discontinuation

You may discontinue treatment at any time by notifying us in person, by phone, or in writing. If you leave treatment without notifying your clinician, the therapeutic relationship will be considered terminated 90 days after your last visit, unless a future appointment is scheduled. No further refills or care will be provided after chart closure. You may re-enter treatment as long as your prior care ended in good standing and your clinician is accepting new patients.

Discharge Notification

If you fail to schedule within the recommended timeframe, we will attempt to contact you. If we cannot reach you after two attempts, we may close your chart and send a discharge letter by first-class or certified mail at the clinician's discretion.

15. Professional Conduct & Boundaries

Respectful Environment

Disrespectful, abusive, or harassing behavior toward any staff member or clinician will not be tolerated and will result in immediate discharge from the practice.

Professional Boundaries

Your clinician must maintain a strictly professional and therapeutic relationship with you. Social, personal, or romantic relationships between patients and clinicians are never appropriate. If a strong pre-existing personal relationship exists, seek care from a different provider.

16. Laboratory Studies & Additional Testing

Laboratory work may be required to initiate or continue certain medications. The cost of laboratory testing is separate from your visit fee and is your financial responsibility. Referrals for psychological testing may also be made when clinically indicated and may carry additional costs.

17. Forensic Affairs

HML does not perform forensic evaluations. However, if a clinician is subpoenaed to appear in court related to care provided at HML, fees will apply for all associated time, including preparation, travel, and court attendance. Forensic-related services are billed at a higher hourly rate than standard clinical services. Contact the office for details.

18. Changes to This Policy

HML reserves the right to amend this policy at any time. Material changes will be communicated in writing at least 30 days in advance. Amendments to this agreement must be made in writing and executed by both parties. If any provision is found to be void or unenforceable, all remaining provisions remain in full force and effect.

Patient Acknowledgment & Consent

By signing below, I certify that:

- I have read, understood, and agree to abide by the Harmonious Mind LLC Practice Policies and Procedures.
- I authorize HML to release medical information to my insurance company as necessary to process claims and coordinate care.
- I authorize payment of medical benefits directly to Harmonious Mind LLC.
- I understand that I am financially responsible for all charges incurred for my treatment.
- I understand that treatment is voluntary, and I may discontinue at any time by notifying my clinician.

Patient / Guardian Signature

Date

Printed Name

Relationship to Patient (if Guardian)

For office use only — Date received: _____ Clinician: _____