

Informed Consent for Treatment

Purpose of Treatment:

Behavioral health problems such as depression, anxiety, alcohol, or substance abuse are among the most common and disabling health conditions worldwide, collectively robbing millions of their chance to lead healthy and productive lives. The good news is that there are effective treatments for behavioral health conditions. Integrated primary care settings advance holistic care by providing both medical and behavioral health services. Offering behavioral health treatment in primary care is convenient for patients, reduces the stigma associated with treatment for mental disorders, builds on existing provider-patient relationships, and improves care for millions of patients.

Types of Treatment:

The Collaborative Care Model (CoCM) is a specific type of integrated care that treats common behavioral health conditions, such as depression and anxiety, which require systematic follow-up due to their persistent nature. Behavioral health managers (BHMs) provide evidence-based intervention, supported by regular psychiatric case consultation and treatment adjustment for patients who are not improving. Your PCP can provide medication support, if needed. Services with your BHM will occur in person at your doctor's office or virtually if necessary.

General Behavioral Health Integration (BHI) includes service elements relevant to assessment and monitoring, as well as care plan recommendations for patients whose behavioral health conditions are not stabilized. These service elements are provided through telephonic support by care coordinators (CCs).

Both programs have associated costs, depending on the patient's insurance plan. Patients will be responsible for co-pays or deductibles. Both programs utilize a registry that houses patient information in a HIPAA compliant, cloud-based platform, which enables the team to monitor progress.

Tele Behavioral Health:

When services are completed via phone or video utilizing various technologies. Systems will be in place to protect patient information and confidentiality. There are inherent confidentiality risks with electronic communication and potential for technology failure. The BHM/CC will establish an emergency procedure with patients should the need arise during a tele behavioral health visit.

Confidentiality:

Generally, BHMs/CCs will keep the information patients share with them in encounters confidential. However, there are exceptions to this rule that are important to understand before sharing personal information. In some situations, BHMs/CCs are required by law or by the guidelines of the profession to disclose information regardless of if permission is granted. It is also possible that family members will receive services from the same BHM. The BHM will not disclose information from a family member's session

Exceptions to Confidentiality:

- In this doctor's office, we work together as a team. Therefore, patient information may be shared with the primary care provider and/or with evolvedMD's psychiatric consultant, for treatment purposes.
- Patient tells the BHM/CC they plan to cause serious harm or death to themselves, and the BHM/CC believes patient has the intent and ability to carry out this threat in the near future.
- The patient tells the BHM/CC that they plan to cause serious harm or death to someone who can be identified, and the BHM/CC believes patient has the intent and ability to carry out this threat in the near future.
- The patient tells the BHM/CC that a minor is being abused physically, sexually, or emotionally, or has been in the past. The BHM/CC is required by law to report the abuse to the Department of Child Safety and possibly the police.
- SUPERVISORY DISCLOSURE: The Arizona Board of Behavioral Health licensed mental health professionals, require that you be informed that the work of your therapist is being supervised by a licensed professional of the appropriate discipline. The primary supervisor has full responsibility for the supervised work of their supervisees. In order to ensure the highest standard of care, supervisors monitor and review the progress of your work with your therapist.
- Questions or concerns regarding clinical supervision and consultation by the clinical manager/supervisor: 480-702-2395

All other discussions will occur only when a release of information form has been completed, identifying who the information is to be released to and what information is to be released.

Relationship With Behavioral Health Manager and Care Coordinator:

The relationship with the assigned BHM/CC will be entirely professional. There are important differences between treatment and friendship. Friends may see a position only from their personal viewpoints and experiences. Friends may want to find quick and easy solutions. A BHM/CCs offers choices and helps patients consider what is best for them. They are required to keep the identity of patients confidential. Therefore, patients will not be acknowledged when in a public place, and BHMs/CCs must decline to attend any family gathering if invited. Lastly, when treatment is completed, BHMs/CCs will not be able to become a friend to patients. BHM's/CC's duty is to care for patients only in a professional manner. BHMs/CCs are not permitted to give or to receive gifts from patients except tokens with personal meaning to the treatment process.

Treatment Risks and Benefits:

Approaches that are commonly utilized include cognitive behavioral therapy (CBT), motivational interviewing (MI), and solution focused therapy (SFT). If deemed clinically appropriate, a variety of assessment tools will be administered.

Treatment goals are identified and discussed after the initial encounter, and it is the patient's responsibility to participate in working toward identified goals and objectives. Emotional risks involved in treatment may include disclosing personal feelings, talking about life experiences which may be painful or upsetting, and asking for help and assistance, expressing emotions such as anger, fear, and sadness. Additionally, there is the potential for services rendered to result in no benefit. The benefits of treatment may include decreased problems with daily living, increased sense of joy and contentment, receiving emotional support, repaired and enhanced relationships, improved functioning at work, receiving constructive feedback, increased activity, reduced social isolation, decreased doctor visits for physical symptoms, decreased use of mental health inpatient facilities, and increased quality/satisfaction of life. As a patient you have the right to refuse treatment recommended by your Behavioral Health Manager or withdrawal consent for treatment and be advised of the consequences of refusal or withdrawal.

Termination

When identified goals have been attained, a collaborative plan will be developed to end services. At times changes in eligibility will impact a patient's healthcare coverage. In this event, the patient will be notified and offered the opportunity to continue services on a private pay basis until eligibility can be restored. If the patient is unable to pay this fee, a referral will be made for alternative free or low-cost behavioral health services.

Appointments

While we are honored to be able to offer these services at our clinic, we ask that the patient help us provide these services to as many patients as possible.

At this clinic, when the patient accepts an appointment but fails to show ("no show"), it takes that resource away from another patient who desperately needs the service. With this in mind, we ask that the patient make every effort to make their appointment at the scheduled time. If the patient needs to reschedule, we ask that the patient do so at least 72 hours in advance so we can fill the spot with another patient in need of services.

With these considerations, we have also adopted the following "no show policy" related to our integrated behavioral health services: Patients who "no show" for scheduled appointments or fail to reschedule appointments at least 72 hours in advance may be charged a no-show fee. If there are repeat no-shows, a patient will no longer be able to receive behavioral health services at this clinic.

Records

All records will be kept in a secure location. To request a copy of records, patients will follow the procedure of the doctor's office.

Afterhours Resources and Emergency Response

Should a life-threatening emergency develop at any time, please contact 911. For an urgent, but non-life-threatening matter that arises during normal business hours, please contact your BHM or CC for assistance. For support on weekends and after regular business hours, please contact the National Crisis Line: 988

ELECTRONIC COMMUNICATION CONSENT

I give permission for voicemail messages/ text/ and email messages to be left by my behavioral health team regarding the care provided.