

## Patient Rights & Responsibilities

At Children's Integrated Center for Success (CICS), we respect your rights as a patient. We want you to be aware of these rights as well as your responsibilities as a patient to yourself, your providers, other patients, and to CICS.

As a patient, you have the right:

- To privacy and confidentiality.
- To be treated with respect, including recognition of personal beliefs and values.
- To receive care in a setting and environment committed to patient safety.
- To have a chaperone present during an office medical examination.
- To coordination and continuity of your health care.
- To know the identity of providers involved in your care.
- To information and treatment options presented in terms you can understand.
- To be involved in decisions regarding your health care plan.
- To access healthcare records according to CICS Notice of Privacy Practices.
- To be heard if problems, complaints, or grievances arise.
- To be informed of charges for services as well as payment options.

As a patient, you have a responsibility:

- To provide complete medical information to your health care providers.
- To ask questions so that you have clear understanding about your care.
- To make informed decisions.
- To report any changes in your health.
- To follow agreed upon plans and instructions for your care.
- To keep scheduled appointments, or to reschedule in a timely manner.
- To communicate with the office when you are unable to keep an appointment.
- To respect the rights, privacy, and confidentiality of other patients.
- To not bring weapons into CICS.
- To accept financial obligations and understand your health insurance benefits including copays and deductibles that may be required at the time of service.

## Practice Policies

Please review general policies below and discuss any questions or concerns with your provider. Your signature on the attached acknowledgment page indicates that you have read, understand, and agree to CICS policies.

## Attendance

Patients will lose their scheduled, recurring appointment times with any of our providers if 3 appointments are cancelled or missed for any reason within a 90 day period. Patients may be discharged from the practice or placed on a wait-list for another available appointment time at the discretion of the treatment team. Patients are not guaranteed a preferred appointment time if recurring appointment is lost. Excessive abuse of attendance policy may result in being discharged from the practice at the discretion of CICS staff.

A no-show is defined as a missed appointment without notice, or a cancellation for any reason made with less than 24 hours notice. No-shows will be billed a \$25.00 missed appointment fee.

## Continuity of Care

If CICS providers feel that a patient's needs are not appropriate for the outpatient level of care, if the attendance policy has not been followed, if treatment goals have been met to the best of the integrated team's ability, or care is unable to be provided for any other reason, CICS may assist in the process of transitioning services at the discretion of the treatment team.

CICS will make every effort to provide referrals and continuity of care to appropriate services based on the needs of the patient. CICS will provide names and contact information for referrals in writing within 60 days of last appointment. If patients are receiving medication management services from CICS, we will provide prescriptions for 30 days following discharge. Patients will be referred to their primary care physician for follow-up. Those who have been discharged from the practice may return at the discretion of the treatment team, but must revisit the intake process as a new patient.

Due to our integrated nature and our concern for the overall health of our patients, it is imperative that patients participate in recommended services to the best of their ability. Patients are encouraged to meet with our nutrition professional if they are prescribed medication that may have an impact on weight (see list of medications at front desk) or begin services with a rehabilitative or behavioral therapist if recommended by a medical professional. Appointments for multiple services are not guaranteed to be scheduled in tandem, but may be if schedules permit.

If psychotherapy or behavioral therapy services are recommended by a member of our medical team, patients must either attend therapy sessions twice per month or have been discharged/stepped down by their therapist successfully to maintain only medication management. If patients miss or cancel any 3 appointments in a 90 day period (see Attendance Policy), they will no longer be eligible for medication management services.

## Refill Requests

CICS has implemented a Medication Refill Policy to ensure the safety of our patients. If a refill is needed for a current medication, please send an email to [refills@everychildeverytime.com](mailto:refills@everychildeverytime.com) and include the following:

- Patient's name
- Date of birth
- Name of the medication
- Dosage of the medication (mg or ml)
- Name and location of the pharmacy to which it can be prescribed
- Your name and call back telephone number where you can be reached

CICS will no longer accept phone requests for medication refills. We will not process refills on visits other than a medication check appointment. A one-week advance notice is needed for prescription refills. Prescriptions that cannot be called into a pharmacy will be available for pickup in the office during regular business hours within 3 business days after request. CICS medical staff reserves the right to refuse a refill request for any reason and require that patients attend a medication management appointment before refills will be provided.

## Medical Records Requests

All requests for itemized receipts, medical records, and/or diagnosis letters signed by providers must be completed by filling out Request for Records form which can be submitted via mail, fax, email, or in person, and can be found on our website or in the office. Please refer to the Notice of Privacy Policies for information regarding the way personal health information may be used or disclosed by Children's Integrated Center for Success and patients' rights regarding this information. Please allow 30 days for processing of any requested documents.

## Grievances

If you have a grievance about services at CICS, we want you to know that your concerns are important to us. Patients may request an appointment with their treatment team and a supervisory individual to discuss concerns. A meeting time with the treatment team will be offered within 60 days upon request. Grievances may also be submitted in writing and will be reviewed by the treatment team.

## Custody

CICS requires copies of most recent court documentation regarding custody agreements in cases of separation or divorce. Additionally, both guardians will need to give verbal consent for treatment in the case of joint legal custody. It is the responsibility of parents to communicate with one another regarding services. CICS does not routinely provide custody recommendations and reserves the right to charge for any required custody related services. CICS staff will provide a referral to a trained custody evaluator upon request.

## Triage and Crisis Appointments

In an effort to be highly responsive to the needs of our clients, CICS has assembled a Triage Team. Having this team allows new and existing patients who have an urgent need to be seen within 72 hours of contact. No same day appointments will be made. An urgent need is one with an identified sense of urgency but not in crisis. Patients in crisis – where a situation poses risk of safety or injury – will be directed to the hospital emergency room.

The purpose of a Triage appointment is to provide support until an intake or standard appointment can be scheduled. This appointment is not to assess, diagnose or treat, nor does it replace a standard appointment. It simply allows the patient to be seen by a professional who can provide support to them in a timely manner under urgent circumstances until the patient can be seen for a more formal, thorough evaluation. At the appointment, if the team determines that the patient requires services other than what CICS provides, the team will refer the patient to an appropriate facility. To request a Triage appointment, please call CICS. Triage appointment requests cannot be made through our web site or via email.

## Animal Assisted Interventions

This consent is meant to minimize risk by informing patients that therapy animals are sometimes present at CICS and may be used in therapeutic sessions if deemed appropriate by providers. Although working with animals in a therapeutic manner has many benefits, there are risks associated with the intervention. Patients have the right to refuse interaction with therapy animals in sessions at any time. By acknowledging receipt of this document via signature on acknowledgement page, and by verbally consenting to interaction with a therapy animals at each visit, patients and guardians waive liability for accidents that may occur while interacting with therapy animals.

Although CICS therapy animals will remain current on vaccinations and health screenings, there is always a slight risk of zoonotic disease transmission (i.e., the sharing of diseases between animals and humans) when working with an animal. Although every effort will be made to cut and file animal's nails, scratching may occur while physically interacting with therapy animals. Please be aware that animals sometimes play or show affection by licking or nibbling, which may result in oral contact from the animal. Patients are never left alone with therapy animals; CICS staff will be present to handle animals at all times. Patients will promptly report any accidents and/or injuries incurred to CICS staff. Should injury occur, CICS staff will respond accordingly and take proper action to help the patient get appropriate medical care. If you become uncomfortable or distracted by the presence of therapy animals in the session, they will be promptly removed. If at any time, therapy animals show signs of distress, irritation, fear, or in any way acts in a negative manner, they will be removed if necessary. Please do not feed therapy animals and avoid any strong perfumes or creams. Please wash your hands before and after handling therapy animals. Patients must respond to requests from staff to behave in a safe and appropriate manner with therapy animals; failure to do so will result in session or interaction with animal ending immediately.