



Northland Health Centers Behavioral Health Client-Behavioral Health Provider Informed Consent Agreement

Thank you for choosing Northland Health Center (NHC) for your behavioral health services. In the behavioral health relationship, both client and behavioral health provider have certain rights and responsibilities. These rights and responsibilities are described in the following paragraphs. Northland Health Center Behavioral Health Providers are licensed in the state of North Dakota and trained to provide you with quality therapeutic and/or medication management care.

Nature of Behavioral Health Services

Behavioral Health services are a process where mental health problems are assessed and treated with a variety of techniques. Medication Management and/or Psychotherapy services require your active participation and cooperation. Behavioral Health services have both benefits and risks. Possible risks include the experience of uncomfortable feelings or the recall of unpleasant events in your life. Possible risks of medications include uncomfortable side effects and adverse reactions.

Potential benefits include reduction in feelings of distress, better relationships, better problem-solving and coping skills, and resolution of specific problems. Behavioral Health Providers at Northland Health Center will do our best to make sure you will be able to handle the risks and experience some of the benefits. However, behavioral health remains an inexact science and no guarantees can be made regarding outcomes.

Payment for Services

Your co-pay is due on the date of service.

If you have insurance, NHC will bill your insurance company. You will be responsible for any portion of the service which is not covered by your insurance company. If you do not have insurance, you may apply for Northland Health Center's Sliding Fee Scale. If you qualify, the Sliding Fee Scale payment will be due on the date of service.

Appointments

Your first session with your Behavioral Health Therapist or Behavioral Health Medication Provider will typically last 75-90 minutes. Follow-up therapy appointments will be approximately 45-50 minutes. Follow-up Medication Management appointments will be approximately 30 minutes. Appointments will be scheduled based on need and availability of the Behavioral Health Provider.

For the first Medication Management appointment, you will need to arrive at Northland Health Center with all paperwork complete. If paperwork is incomplete, we will need to reschedule your appointment.

For your first and all follow-up Medication Management appointments, if you arrive 15 minutes late, your appointment will need to be rescheduled.

Appointment Reminders

Northland Health Center offers automated texting, telephone, or email reminders as a service to assist in reminding you of your next scheduled session. These are not monitored by staff or considered emergency lines or numbers; and should not be considered a means of contacting your Behavioral Health Provider regarding emergency mental health situations.

Cancels and Reschedules

If you need to cancel or reschedule a session, Northland Health Center would ask that you give a 24 hour notice. You are responsible for arriving to your session on time. Repeated no shows or cancellations will make it difficult for your Northland Behavioral Health Provider to save time for you in their schedule.

Recording

Northland Health Center does not permit audio or video recording of any client care sessions with your Behavioral Health Provider or Medical Provider. If you would desire a record of information from your session, you may fill out a Release of Information and follow the proper channels for release of records.

Surveys

Northland Health Centers are Federally Qualified Health Centers which at times requires us to have clients complete surveys or questionnaires. We appreciate your patience and cooperation with this paperwork.

Limits of Confidentiality

Northland Health Center maintains a strict policy on the confidentiality of information (verbal, written, or electronic form). All information you share will remain confidential. There are some circumstances in which this policy becomes void and we are required by law to release information:

- If we become aware that you may be in danger to yourself or others
- If we become aware of, or suspect, child abuse or neglect
- If we become aware of, or suspect, abuse or neglect of a vulnerable adult
- If we are court ordered to testify or to submit our records to the court
- For billing purposes, a diagnosis is given to your insurer for reimbursement, to include Medicaid, Medicare, and/or private insurance companies

Mental health confidential information may also be used in a number of ways within NHC without your written permission for coordinating services and delivering quality care. You may be informed if this is the case. These may include:

- Consultations and case conference with other providers at NHC
- With providers in other services at NHC (your medical provider or nurse if you receive medical care at NHC)

If you are currently receiving mental health care from another provider or physician for services such as medication, we will ask that you sign a release of information. Allowing this communication will allow us to provide you with the best possible therapeutic care.

Emergency Situations

NHC does not provide walk-in behavioral health services. Appointments will need to be scheduled ahead of time. Behavioral Health Providers are often not immediately available by telephone. During normal business hours, should you need to speak to your Behavioral Health Provider, you may call the main clinic number and leave a message with the front office staff for issues which are not emergent.

In the event of an emergency, and if you cannot wait for a return phone call, you should go to the local emergency room or call 911.

After business hours, NHC has a call service who will direct you to the following options if you are in an emergency situation:

- Go to your local emergency room
- Call 211 which is a regional emergency/suicide hotline
- Call 701-235-7335 (SEEK) a 24-hour regional emergency/suicide hotline
- Call 800-273-8255 (TALK) a 24-hour National Suicide Hotline

Grievance

If you have a grievance with your Behavioral Health Provider, the first step is to communicate this directly to your Behavioral Health Provider. In the event the grievance is not satisfactorily resolved, you may complete the Client Satisfaction Survey and give this to the front office staff, or you may contact the NHC Administration Office in Turtle Lake, ND:

104 Main Street PO Box 535 Turtle Lake, ND 58575 701-448-2054

HIPAA Compliance

Additional information pertaining to HIPAA is included on the NHC Patient Intake Form. Please refer to this form.

Consent for Treatment of Minors

If your child/adolescent is being treated by a Northland Health Center Behavioral Health Provider, please initial the following statement which authorizes the Northland Behavioral Health Provider assigned to your child/adolescent to treat their mental health issues.

I/we consent that my child/adolescent may be treated by a licensed Behavioral Health Provider at Northland Health Center:

_____ Parent/Guardian Initials

By signing below, I acknowledge that I have read (or have had read to me) and understand the above information. I voluntarily agree to undergo treatment with a licensed Behavioral Health Provider at Northland Health Center and understand that I may end treatment at any time. I understand my Behavioral Health Provider may want to discuss this with me, but that I reserve the right to stop treatment.

Furthermore, I understand that my licensed Behavioral Health Provider may make diagnostic and treatment recommendations with which I do not agree; which could include type of treatment, length of treatment, frequency of visits, and referrals for such things as medication and/or psychological testing.

Client (or parent/guardian if a minor) Signature

Date

NHC Staff Witness Signature

Date

Original Scanned to Client File.

Copy Given to Client.