

## KAP PRACTICE POLICIES

Welcome to our practice! This document contains important information about our professional services and business policies. **Please read it carefully and note any questions you might have so that we can discuss them as needed.**

### MEETINGS, CANCELLATIONS, AND NO-SHOWS

We will work together to determine an appropriate sequence of scheduled appointments to support you in your ketamine assisted psychotherapy.

We are very aware that life is complicated and can often get in the way of our best intentions to access support and healing. However, we hold your scheduled appointment time for *you* alone, and it is very difficult for us to fill a last-minute cancelled session on short notice.

Hence, once an appointment is scheduled, we will expect you to attend, or to provide 48 hours (two days) advance notice of cancellation. If it is possible, we can try to find another time to reschedule, but please know that our ability to do this is limited.

You will be expected to pay for any sessions cancelled less than 48 hours before our appointment time. If you cancel more than one session in our planned treatment sequence, we will then have a conversation with you and your referring provider about whether this specialized service is the right choice for you at this time in your life.

We reserve the right to stop providing our services with clients who regularly cancel sessions without notice, and to refer them to more appropriate care. You will not be charged for any sessions we cancel. We will do our best to notify you well in advance about upcoming vacation weeks, or any need to change or cancel an appointment.

**No-shows:** If you do not show or call to your session, we will reach out to you via your preferred contact method to check on your general well-being (and may follow up with any safety procedures as is appropriate).

## PROFESSIONAL FEES

Just like any other professional service providers, we have payment policies that guide smoother transactions between us and our clients. If you have questions or concerns about these policies, let's discuss them at the outset so that there are no surprises as we begin our work together.

Total cost will be dictated by how many services are required, which we will discuss and estimate during your initial consultation call.

Here is our current pricing structure:

### **Medical and Psychological Intake**

1 hour (with both MD and psychologist)  
\$200

### **Psychological Preparation**

1 hour  
\$150

### **Ketamine Assisted Psychotherapy Session**

2 guides for 3-4 hours  
\$795

### **Integration**

1 hour  
\$150

We will determine together how many KAP sessions are indicated for your whole treatment arc, and may also require additional preparation and integration sessions, which will add to the total cost.

Payment for each preparation and integration session is due at the time of the visit. Payment for the journey is due 48 hours before the visit. We will send invoices via PayPal (or any other invoicing method you prefer) for the journey fee on the week of your treatment.

We can also accept payments by cash, check, PayPal, or credit card (via either Square or IvyPay). Any returned checks will be charged a \$25 fee.

We will refund payments for the journey if we are unable to provide the service. If the journey is canceled by the client, no refunds are available. We will credit the

payment for another scheduled time if the cancellation occurs more than 48 hours in advance.

We are unable to let clients carry a balance for these sessions. Please inform us if problems arise during our treatment that might impact your ability to make timely payments.

If your account has not been paid for more than 60 days and arrangements for payment have not been agreed upon, we have the option of using legal means to secure payment. This may involve hiring a collection agency or going through small claims court. If such legal action is necessary, its costs will be included in the claim. In most collection situations, the only information we release regarding a client's treatment is the client's name, the nature of services provided, and the amount due.

In addition to these appointments, we charge our hourly fees for other professional services you may need on a prorated basis. These may include report writing, telephone conversations lasting longer than ten minutes, attendance at meetings you have authorized with other professionals, preparation of records or treatment summaries, and the time spent performing any other service you may request of us. If you become involved in legal proceedings that require our participation, you will be expected to pay for our professional time, even if we are called to testify by another party.

## **INSURANCE REIMBURSEMENT**

In order for us to set realistic treatment goals and priorities, it is important to evaluate what resources you have available to pay for your treatment. If you have a health benefits policy or insurance plan, it will normally provide some coverage for mental health treatment.

The administration of ketamine for mental health concerns is currently not covered by insurance companies, as this is still considered an off-label use. However, you may be able to seek some reimbursement for the preparatory and integration sessions (as those can be billed as psychotherapy and medication management services), and at least an hour of your ketamine session may be billed as psychotherapy.

We do not currently participate in or bill to any insurance networks. If your plan covers out-of-network mental health services, we can provide you with a billing statement (often known as a "superbill" or invoice) to submit for reimbursement to your insurance company. Payment must be provided to us **directly** at the time of

service.

We can fill out forms and provide you with whatever assistance needed in helping you receive the benefits to which you are entitled; however, it is very important that you find out exactly what mental health services your insurance policy covers. Carefully read the section in your insurance coverage booklet that describes mental health services. If you have questions about the coverage, call your plan administrator.

## **CONTACTING US**

Filling out our initial Contact Form will initiate our psychologist to reach out to you to schedule our first consultation phone call. You will receive an email from our account at [guides@healingrealmscenter.com](mailto:guides@healingrealmscenter.com). (Please add this address to your whitelist to prevent messages from being directed to your spam folder.) We check this inbox each day, and generally receive and return messages within 24 hours, with the exceptions of weekends and holidays.

Emergency phone consultations of ten minutes or less are normally free. However, if we spend more than ten minutes a week on the phone, if you leave more than ten minutes worth of phone messages in a week, or if we spend more than ten minutes reading and responding to emails, we will bill you on a prorated basis for that time.

For acute emergencies in which you need to talk to someone right away, please access 24-hour psychiatric services by dialing 911, going to the nearest emergency room (SFGH ER, 1001 Potrero Ave, 206-8111), or calling San Francisco Suicide Prevention at (415) 781-0500.

It is important that you maintain your relationship with the therapist who referred you to our service. After your integration sessions with us, we expect that you will continue receiving therapy from your referring provider.

## **SOCIAL MEDIA AND EMAIL COMMUNICATION**

You may indicate in the Contact Form if you prefer **encrypted** emails for greater mail security. You may receive and read encrypted messages from us with passphrase access; if you want to send protected messages, please install [FlowCrypt](#), a simple extension for your email.

Although email and text messaging are immediate and convenient communication methods, they are unfortunately not completely secure or confidential. Unencrypted

emails and texts are vulnerable due to the fact that servers or communication companies may have unlimited and direct access to the messages travelling through them.

Additionally, people with access to your computer, phone, and/or other devices may also have access to your email and/or text messages. *Please take a moment to contemplate the risks involved if any of these people were to read the messages we exchange with each other.* (You can learn more about why encrypted email is important [here](#).)

Encrypted emails are the most private and secure way for us to communicate, which may be especially important if we are discussing issues related to your treatment that go beyond scheduling and logistics. If you choose to communicate with us by email, be aware that any emails we receive from you and any responses that we send to you become a part of your legal record.

We take privacy and confidentiality very seriously, and are ethically bound to protect your medical information. However, we also recognize that clients do have the right to request unencrypted emails and texts.

Due to the importance of your confidentiality and the importance of minimizing dual relationships, Healing Realms providers do not accept friend or contact requests from current or former clients on any social networking site (Facebook, Twitter, LinkedIn, etc).

We believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it.

## **PROFESSIONAL RECORDS**

The laws and standards of our profession require that we keep treatment records. You are entitled to receive a copy of these records unless we believe that seeing them would be emotionally damaging, in which case we will be happy to send them to a mental health professional of your choice should you need us to coordinate your care.

You must make the request in writing; we will respond to you within 5 working days, and will provide copies of your records within 15 days. You will be charged an appropriate fee for any time spent in preparing information requests, and if you request copies of your file, we will charge you not more than \$.25 for each page.

Typically, a copy of your records will be provided, or, if it is deemed more appropriate, a summary of your records can be prepared for you. Because these are professional records, they can be misinterpreted and/or upsetting to untrained readers. We recommend that you review them with us so that we can discuss the contents.

By law, your records will be kept for 7 years following termination of treatment. After 7 years, they will be destroyed in a manner that preserves your confidentiality.

## **COMPLAINTS**

If you have a concern or complaint about your treatment, please talk to us about it, preferably in person. We want to encourage you to advocate for yourself at all times, even if this means you disagree with us. We take your opinion very seriously, and will address your complaint with respect.

If you believe we have been unwilling to listen and respond, or that we have behaved unethically or illegally, you may contact the Board of Psychology and/or the Medical Board of California, which oversees licensing, and they will review the services we have provided:

Board Of Psychology  
1625 North Market Street, Suite N-215  
Sacramento CA 95834  
(866) 503-3221  
<http://www.psychology.ca.gov/consumers/filecomplaint.shtml>

Medical Board of California  
2005 Evergreen Street, Suite 1200  
Sacramento, CA 95815  
(800) 633-2322  
<http://www.mbc.ca.gov/Consumers/Complaints/>

## **CONFIDENTIALITY**

In general, the privacy of all communications between a client and a psychologist or medical doctor is protected by law. This means that your relationship with us as our client, all information disclosed in our sessions, and the written records of those sessions are confidential and may not be revealed to anyone without your written permission, except where law requires disclosure. Most of the provisions explaining when the law requires disclosure are described in the HIPAA Notice of Privacy Practices form enclosed.

Please note that since we (Dr. Grant and Dr. Katzman) work as a team, it is necessary for us to share client information and records with each other. Privacy and confidentiality agreement is held collectively by our practice.

*When Disclosure Is Required by Law:* We are legally and ethically required to disclose information to local protective service agencies and/or law enforcement when there is a reasonable suspicion of child, dependent, or elder abuse or neglect. Additionally, if you present a danger to self and/or others, or are gravely disabled, we may have to make an involuntary referral to a hospital and/or contact others to protect both you and those around you. We will only disclose information that is deemed necessary for these situations.

*When Disclosure May Be Required:* Disclosure may be required in a legal proceeding. If you place your mental status at issue in litigation that you initiate, the defendant may have the right to obtain your treatment records and/or our testimony via court order. If you have not paid your bill for treatment for a long period of time, your name, payment record and last known address may be sent to a collection agency or small claims court.

*Emergencies:* If there is an emergency during our work together or after termination in which we become concerned about your personal safety, the possibility of you injuring someone else, or about your access to psychiatric care, we will do whatever we can within the limits of the law to prevent you from injuring yourself or another, and to ensure that you receive appropriate medical care. For this purpose, we may contact the person whose name you have provided as an emergency contact on your General Information form.

*Health Insurance and Confidentiality of Records:* Your health insurance carrier may require disclosure of confidential information in order to process claims. Only the minimum necessary information will be communicated to your insurance carrier, including diagnosis, the date and length of our appointments, and what services were provided. Often the billing statement and your company's claim form are sufficient. Sometimes treatment summaries or progress toward goals are also required. Unless explicitly authorized by you in writing, psychotherapy notes will not be disclosed to your insurance carrier. While insurance companies claim to keep this information confidential, we have no control over the information once it leaves our office. Please be aware that submitting a mental health invoice for reimbursement carries some risk to confidentiality, privacy, or future eligibility to obtain health or life insurance.

*Consultation and Collaboration:* As you are required to be referred to our services by your treating mental health provider, it will also be necessary for us to discuss our treatment with that provider. This collaboration ensures the the most integrated

treatment plan possible, and can enhance the benefit of your ongoing treatment. You will be asked to sign our Exchange of Information form via our online platform.

We consult regularly with other healthcare professionals providing ketamine to their clients regarding our work in order to provide you with the best possible service. Names or other identifying information are never mentioned; client identity remains completely anonymous and your confidentiality will be fully maintained. The consultant is also legally bound to keep the information confidential.

Additionally, upon your request and with your written consent, we may release limited information to any person or agency you specify, unless we conclude that releasing such information might be harmful to you. If we reach that conclusion, we will explain the reason for denying your request.

While this written summary of exceptions to confidentiality should prove helpful in informing you about potential problems, it is important that we discuss any questions or concerns that you may have at our next meeting. We will be happy to discuss these issues with you if you need specific advice, but formal legal advice may be needed because the laws governing confidentiality are quite complex, and neither of us are attorneys. If you request, we will gladly provide you with relevant portions or summaries of the state laws regarding these issues.

*By signing the Informed Consent for Ketamine Assisted Psychotherapy, you indicate that you have read the information in this document and agree to abide by its terms during our professional relationship.*