

## Welcome to Ivy Collaborative Healthcare!

Thank you for considering Ivy Collaborative Healthcare. We are committed to providing you with the highest quality of patient oriented, goal-focused care. Please read **all** the following information carefully so you have a clear understanding of becoming a new patient at our practice.

Enclosed is our New Patient Registration Packet including New Patient Intake form, General Office Policies, and Supplemental Financial Policy. We ask that you **FULLY** complete the packet (**in BLACK or BLUE ink ONLY**) prior to scheduling the initial consultation. When completed, you can fax them to us at (706) 364- 3481, mail then back in the enclosed envelope, or drop them off at the office any time. If we are closed, please make sure the documents are sealed in an envelope and drop them in the mail slot in our Suite 7 door.

Please review and familiarize yourself with our Notice of Privacy Practices, HIPAA Privacy Notice and Financial Policy which are available on the website at [www.ivycollaborative.com](http://www.ivycollaborative.com). They can be printed for you at your request.

What you can expect from your visit: **Initial visits** are consultations with your physician to determine if our services best meet your needs. If our providers believe their services are not appropriate for your care for any reason, you will be asked to contact your insurance for other resources. Often, this evaluation lasts between 40 to 50 minutes but sometimes it is necessary for the evaluation to be divided between 2 or more appointments. Initiation of treatment may need to be delayed until the evaluation is complete. For potential patients under the age of 18, we require a parent or legal guardian be present for this visit. You will be asked about early development, medical problems, family history of mental illness, and the problems you are experiencing. Parent(s) and the child are typically interviewed together. The child may be interviewed alone if needed.

We believe everyone should participate in making treatment plans together. There is NO blood drawn at this visit. **Please bring all medication bottles with you to your first appointment.** If available, please bring copies of your past medical and mental health records, including testing or laboratory work. Alternatively, these documents can be uploaded into the portal. At the end of the initial consultation the decision will be made about moving forward. This may include medications, some type of psychotherapy, (talking regularly with a therapist about ways to make life better), psychological/educational testing, or medical tests. An appointment does not guarantee any specific medication, treatment or letters. Although the doctor will try to explain as much as possible, please ask any questions that you may have. You are responsible for contributing to the decisions.

**Return visits** are charged according to the amount of time used or complexity of the visit. Sometimes this is decided by your insurance company which may allow only certain kinds of visits. Returns visits will evaluate how a patient's medication is working and take 15 to 20 minutes. These visits are called **medication evaluations or med checks**. These visits happen every few weeks until your medicine is adjusted correctly, and the patient is stable. Sometimes the dosage may be adjusted, or different medicines may be tried until finding the medicine that is just right for the patient. Once the medicine is working correctly these visits are spread out to every 3 months. Anytime you have something to discuss or questions to ask, let the doctor know at the beginning of the visit. Sometimes, there may be problems that arise or questions that can't be answered quickly. When more time is needed to address a problem/question, the visit is called **brief therapy with medication management** and usually lasts 20 to 30 minutes.

If deemed necessary, you may be referred for **Individual or Family Psychotherapy**. Psychotherapy should be provided by a psychologist or licensed therapist. These visits are intended to help deal with stress and improve coping skills.

Again, thank you for choosing Ivy Collaborative Healthcare. If you have any questions, please call us at (706) 364-3461.