

## **WELCOME TO THE PISGAH INSTITUTE**

### **Informed Consent**

Welcome to The Pisgah Institute! We are licensed by the State of North Carolina as physicians, psychologists, psychiatric nurse practitioners, and physician assistants. We provide medication management as well as individual, couples, family, and group psychotherapy. Additionally, we provide psychological testing and transcranial magnetic stimulation.

#### **What to Expect From Treatment**

Your needs are not like everybody else's. Some patients will need only a few appointments to reach their goals and feel better. Other patients may need many sessions. Sometimes people feel worse before they see progress and feel better. In any case, psychiatric and psychological treatment is an active process which is more successful the more actively engaged you are with it. That means coming on time and regularly to your appointments. Many patients note improved feeling and functioning, including improved relationships, after they have participated in treatment. However, it is impossible to provide such guarantees. You are the consumer of these services, and your input about them is very important, including about when they are no longer needed.

#### **Frequently Asked Questions**

**What will my first appointment be like?** Your first appointment will be an initial evaluation in which you describe your current situation and symptoms. You may be asked questions about your personal, family, and health background as well. Toward the end of your first appointment, a tentative treatment plan going forward will be discussed. You will also be assessing whether or not the provider you are meeting with is a good fit for you. If not, we can help you find someone who may be a better fit.

**How is confidentiality handled?** With few exceptions, your personal information will be held in confidence. We will disclose confidential information when you have given us written consent to do so; when the law mandates the disclosure; and/or when the law gives us the discretion to disclose. In some situations, we may need to release some kinds of personal information to secure needed professional services for you; obtain appropriate professional consultations; protect you and/or others from harm; or obtain payment for services. We follow federal and state laws as well as professional ethical guidelines when handling confidential information.

**What is an emergency?** If you have an unusual physical or emotional reaction to your medications or have suicidal or homicidal thoughts, please call the office to talk to your clinician or the clinician on call. After hours, you can reach the provider on call through our general number (828-254-9494) and answering service.

**What if I have a crisis and want to be seen right away?** We respect the fact that people in crisis may need attention quickly, but immediate appointments may not always be available. If you find yourself in urgent need of an appointment, please call us to see when and how we may accommodate you. We will do our best to respond quickly to your needs.

**Will I be charged for an emergency call?** We prefer not to charge for phone calls, because we like to encourage an open line of communication. However, depending on the complexity of the issue, you may be charged.

**What do I do if I have paperwork to be completed?** We understand and respect the fact that various forms and documents must be filled out. We take these requests seriously and respond to them in a timely fashion outside of your appointments. You could be charged a fee ranging from \$25-75 for filling these forms out.

**How may I leave a message for you?** We have a confidential voice mail, and you may leave messages there. You can be as detailed as you need to be. Please leave a phone number where you can be reached. You can also reach your clinician through the Patient Portal, which is safe and secure. Please give us your email so we may invite you to join the Patient Portal.

**Can I be seen downstairs?** Yes, you may, with prior notice.

**Can I communicate by email, fax, text, or social media?** Confidentiality of any of these modes of communication cannot be guaranteed. In the interest of confidentiality, we do not use any of these methods of communication.

**What do I do if there is bad weather and the roads are bad?** We encourage you to use your judgment about the safety of driving during inclement weather. First check WLOS, our Facebook page, and our website to see if we are closed. You can also call our office. When you have to cancel an appointment because of the weather, the late-cancellation fee will be waived.

**Can I be dismissed from the practice?** You can be dismissed from the practice for excessive late-cancelled or no-show appointments as well as non-payment of your bill. This will vary per clinician. However, once you have been dismissed, it is unlikely you will be reassigned to another provider in our practice.

Thank you for your kind attention to this information! We hope that it will help you get the most out of your treatment here. Please sign the bottom and return. Thank you again for choosing The Pisgah Institute.

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Signature

Date