

Affordable Mental Health, LLC
Clinical Services and Practice Policies Agreement
Last revised: December 18, 2023

- Affordable Mental Health, LLC offers mental health services that are supported by technology. We presume that if you agree to these conditions, you have read, understood, and agreed to their contents.
- You will be provided access to the mobile or desktop virtual link once you become a patient of Affordable Mental Health, LLC. It offers personalized content and interactive materials, as well as simple options for booking appointments and contacting your provider. It also serves as your information hub, including medical records.
- Affordable Mental Health, LLC will use phone calls, video calls, and messaging platforms to provide mental health care via telehealth. Telehealth is a flexible and convenient method of receiving treatment, however it may be inappropriate for some people. If this is the case, the clinician will refer the patient to an in-person provider for mental health care. Please keep in mind that Affordable Mental Health, LLC does not deal with medical crises. As a safety measure, you will be given the 988 Suicide & Crisis hotline number, or you can call 911, go to your local emergency room, or have the local authority undertake a mental health assessment in person.
- Telehealth visits are covered by the same regulations and safeguards as in-person medical visits. This covers sharing of data that might individually identify you, access to medical records, and information confidentiality.
- Services for telehealth are practical and provide improved access to medical care. However, there are some risks connected to employing technology, just like there are with any health service. These hazards include rare security flaws, inadequate information to make healthcare

decisions, and other risks such as service issues brought on by technological or internet breakdowns. You accept the risk of data loss as a result of technical issues.

- Telehealth services provide improved access to healthcare and are convenient. But, utilizing technology carries some risks, just like using any other health service. These dangers include inadequate information to make healthcare decisions, infrequent security flaws, and other threats. They can also result from technological or internet-related malfunctions. You accept the risk that data loss from technical issues may occur.
- Following each session, payment is expected; the practice will charge your card or bank account. The patient has this duty. You can request monthly receipts or receipts at the time of charge. If you have a deductible, copayment, or coinsurance, you are fully liable for these costs. You acknowledge that unless state or federal laws prohibit it, you are responsible for paying Affordable Mental Health, LLC. for any expenses not covered by your insurance or by other third parties.
- We recognize that occasionally you might need to reschedule or cancel an appointment. Please give us at least 24 hours' notice before your appointment. You may be charged up to your provider's entire self-pay rate for appointments that are not canceled 24 business hours in advance or for appointments where you are late by 50% of the scheduled time. You acknowledge that you could lose access to services if you frequently skip scheduled appointments and if Affordable Mental Health, LLC is unable to get in touch with you for an extended period.
- Your health information must be protected, and we must abide by federal rules pertaining to healthcare privacy and security. We put a lot of effort into protecting your personal data. Standard physical, technical, and commercial security techniques—like encryption—are employed by us to guard against unauthorized individuals gaining access to your health

information. However, we are unable to guarantee that information supplied via the Internet, or a data storage facility will be completely safe. We therefore cannot ensure the security of any information you provide to us, even though we make every effort to protect your personal information.

We may share your health records with the following individuals under the following circumstances with your informed consent:

- Directly or through our involvement in health information exchanges, with your other healthcare professionals, for the objectives of treatment, operations, and coordination of healthcare. This could contain details about genetic testing, drug misuse, mental health, infectious diseases, and other medical issues.
- With other individuals involved in your Care, such as caregivers or family members.
- We may communicate with you in the course of providing services, including reminding you of appointments and making announcements. We may send you emails and SMS texts if you have given us your email address and cell phone number. Emails and texts are not always safe since they are sent via uncontrolled networks.
- As otherwise permitted by applicable law.

By signing below and providing us with your cell phone number and email address, you permit us to contact you via SMS, text, and email. You may also ask us to stop by contacting info@affordablemhservices.com. You understand that you may have to pay data costs to receive SMS text messages that we send to your mobile phone. You may elect not to agree to this section and still receive services from Affordable Mental Health, LLC.

If you have questions about any of the contents of this Agreement, our procedures, or your role in this process, don't hesitate to get in touch with us at info@affordablemhservices.com

By accepting this Agreement, you indicate that you have read and understood this Agreement and that you agree to abide by its terms.