



Lifetime Insight, LLC
440 Regency Parkway Dr., Suite 136
Omaha, NE 68114
Office: 402-934-7404
Fax: 402-909-0196

OFFICE POLICIES AND PROCEDURES

Welcome and thank you for choosing Lifetime Insight. We are grateful for the opportunity to provide you with the highest level of preventative, diagnostic, and therapeutic care, including medication management and psychotherapy. This contract governs the way Dr. Hovav and Lifetime Insight (“the practice”) operate. This document is lengthy because it has Lifetime Insight’s entire Office Policies and Procedures, which includes the refill policy, a separate prescription/refill policy for controlled substances, a financial agreement, and other important material. Please take your time to review and fully understand this document. This document can also be viewed on our website at www.lifetimeinsight.com. Please initial every page to indicate that you have understood and agree.

OFFICE HOURS AND APPOINTMENTS:

Business Hours: Lifetime Insight’s business hours are Monday through Thursday from 8:30am until 5pm, and Friday from 8:30am until 3pm. We will on only rare occasions make an exception to see a patient outside these hours.

Appointments: All initial appointments for patients are generally 50-60 minutes. When you schedule an appointment, it guarantees you the time of the doctor. It does not guarantee any specific medications, treatments or letters. Generally, the first appointment is an evaluation and initial diagnosis, and a therapeutic relationship is formed over time where the diagnosis is refined, if needed, and treatment approaches are optimized. Treatments are initiated and adjusted over subsequent appointments which can last anywhere from 15-25 minutes. The therapeutic relationship requires a certain dynamic, and sometimes a referral to another clinician is indicated. We hope to build a lifelong relationship with you and help you gain “lifetime insight”.

Unattended Children: The practice does not allow and are not responsible for unattended children in the waiting area. We truly apologize for any inconvenience this may cause.

No-Shows/Late Cancellations: We value your time, and we hope you value ours. Our practice never double-books patients, and we aim to give patients very personal and uninterrupted care. To better serve our patients, we created a late cancellation/no-show policy. This helps our community and others suffering with mental health crises who could have otherwise been seen for urgent appointments. Therefore, patients who do not give a notice of cancellation (“no-show”) or cancel with less than a **2-business day notice** (“late cancel”) will be charged a fee. In the same spirit, patients that are more than **10 minutes late** to their appointment will also be considered a no-show and may reschedule only after paying the fee. A thorough evaluation or proper follow up typically cannot be done in an abbreviated time. We don’t rush our patients, and we hope you wouldn’t want your doctor to be rushed in making decisions that will affect you in such significant ways. For the fee amounts, see our financial agreement below.

Calls/Texts/Emails: As a service to our patients, we have a secure/HIPAA-compliant online portal. You agree to be registered through this portal when you are a patient with Lifetime Insight, and to receive occasional electronic mail (e-mail). All information about your health will be stored in a secure portal. You will receive a unique username and a temporary password which you will change. Most likely, you



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are reading this form on the secure portal right now. However, this form is also available on our website. You also agree to receive reminder e-mail and/or text alerts prior to your appointments. Stating that you did not receive a text or e-mail alert does not exempt you from a no-show/late cancellation fee, should that happen. You have the right to revoke authorization for any method of communication at any time.

Office Closures: After-hour, emergency calls are routed to a voicemail and are checked the next business day. If an emergency arises that cannot wait, please call 911 or a crisis hotline, or go to your local emergency department. Our website provides community resources including hotline phone numbers. In the case of inclement weather, the office will typically be closed especially if the Omaha Public School and/or Millard Public Schools are closed. Please check our Facebook (www.facebook.com/lifetimeinsight) and Twitter (@lifetimeinsight) social media for the most up-to-date information. Our office staff will strive to notify you about the office closure and every attempt will be made to reschedule you at your first convenience. Our holiday closures are listed on our website, www.lifetimeinsight.com.

FINANCIAL AGREEMENT:

- To book an appointment with Dr. Hovav, you are required to provide us with a credit card number which we leave on file in a secure location. Your credit card is used to secure payment in the case that there is a no-show/late cancellation/return check fee, or if there are unpaid balances for over 30 days. The practice retains the right to charge your credit card automatically if any of the above apply.
- Insurance: Dr. Hovav participates with many commercial insurances and Medicare, to offer patients treatment, pending verification of benefits. If there is a change in the insurance plan, please notify our office immediately. All copays are expected at the time of service.
- Fees: In the case of a no-show/late cancellation of a new intake or psychotherapy session, the fee is \$250. For a no-show/late cancellation of a medication management follow-up appointment the fee is \$150. These fees are not reimbursed by Medicare or other insurance companies, and are the personal financial responsibility of the patient. These fees apply to all patients, even if they do not have insurance.
- Forms of payment: We accept cash, most credit cards, and personal checks. All returned checks will be assessed a \$40 fee, not covered by insurance and are the personal responsibility of the patient. All no-show/late cancellation/return check fees must be paid prior to scheduling another appointment.
- Termination from the practice: Three no-show or late-cancellation appointments or an inability to meet patient financial obligations will result in termination from the practice. If you believe that there are extenuating circumstances, please talk to the Executive Operations Manager.
- Uninsured/Self-Pay patients: If you do not have insurance, payment in full is due at time of service. The cost for an initial intake for adults or a psychotherapy appointment is \$300, and a follow-up/medication management appointment is \$175. For extended session times which may be required for those 65 or older or for those who wish to have a longer session time, please contact us for the fee schedule.



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POLICY ON NON-COVERED SERVICES:

Some services are not paid by insurance companies, but patients or their representatives may occasionally request the physician to perform these services to coordinate care with other organizations to offer a consistent and quality care on your behalf. However, these services may take up a significant amount of the physician's time. Because of this, the following services are billed at the hourly rate of \$300.

- Preparing reports for other providers, organizations, or landlords.
- Completing documents for disability claims, insurance reviews, worker's compensation. Please note that **NO disability paperwork, or other letters to organizations/landlords on your behalf will be completed** unless the patient has been seen for **both at least 6 months and a minimum of 10 times**. **There are NO exceptions**. Even if a patient has met that minimum, completing disability or other paperwork may not be done and is at the discretion of the physician.
- Telephone calls lasting more than 5 minutes.
- Evaluation, testing, or treatment services not covered by insurance.

Court-ordered and legal related services, including assessments, preparing for depositions, travel time, court time, and writing reports are considered forensic-type services and are billed at a higher rate. For more detailed information, please contact Dr. Hovav directly.

ELECTRONIC COMMUNICATIONS:

Our preferred form of communication is through the secure patient portal. You will get the fastest and most complete response if you state your concern by message on the portal. Please note that all communications will be added to your medical records. Please do not send us a message through the portal that is of an urgent or emergent nature, we would not want to miss anything that could be that important. Responses to your concerns through the portal will generally be answered within one business day.

TELEPHONE POLICY:

For urgent matters during business hours, please call our front desk at 402-934-7404 and convey the nature of the urgency when leaving your message with the staff. Please note that all communications will be added to your medical records. Brief calls are generally returned as quickly as possible, within 1 business day. Non-emergent calls may or may not be returned, and the issue resolved during an appointment, or through a response on the patient portal. For urgent and emergent matters after business hours, please call 911 or a crisis hotline, or visit your local emergency department. Community resources phone numbers and website links are posted on our website at www.lifetimeinsight.com/community-resources.

CONSUMER ETIQUETTE:

Disrespectful, abusive behavior or harassment towards office staff will not be tolerated and patients are to expect that they will be terminated from the practice for this sort of demeanor.

FRATERNIZATION:

The physician-patient relationship is the overriding relationship that exists between the doctor and the patient. If you feel there is a strong pre-existing relationship (friend, family, etc.) that may affect your decisions, you should consider seeking care with a psychiatrist with whom you do not have this relationship. If you feel unsure, or feel that you do not have any other practical treatment alternative,



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this must be discussed and agreed to before engaging in active treatment. Confidentiality is of paramount importance and the practice would ensure that your comfort is secured. Further, in the context of treatment, real feelings develop between the patient and physician. They can be specific to the treating physician or they may be feelings that would occur with any physician. This is part of the treatment and should be discussed. Further, there is never room for romantic enactment between patient and physician/psychotherapist. Additionally, our staff may not become romantically involved with patients.

GRIEVANCES:

Our practice values the privacy of its patients and is committed to operating our practice in a manner that promotes patient confidentiality while providing high quality patient care. If the staff at Lifetime Insight have fallen short of this goal, we want you to notify us. Please be assured that your complaint will be kept confidential. Please contact our Privacy Officer, Mr. Roni Mor, who will attempt to resolve your concern in a professional and swift manner. Consumer etiquette is still expected even when a grievance arises.

ACCOLADES:

Our practice values you as a person and we hope that we treat each person with dignity and respect. If you feel we went above and beyond, we would love to know and hope you can share this with others in the form of word-of-mouth or an online review (Google, Healthgrades, etc.)

PRIMARY CARE:

We care about your overall health, and therefore all patients should be under the routine care of a primary care physician. Even if you are seeing a psychiatrist once a week, it does not ensure that your routine health maintenance is being addressed. If you do not have a primary care physician, we are happy to give you references.

PRESCRIPTION & REFILL POLICY/MEDICATION DISCLOSURES:

1. When medications are first prescribed, patients are generally seen more frequently, and then less frequently as they heal. The frequency is determined at the most recent visit with the physician. The longest interval between visits is six months. Even if you are stable on your medication, an evaluation of your progress needs to take place. No medications will be given if you cancel or no-show regardless of the dangers associated with abrupt discontinuation. It is the responsibility of the patient to make follow-up appointments at the recommended interval, not the obligation of Dr. Hovav to ensure you have done so. This is intentional, as it demonstrates a higher level of engagement on the part of the patient. If you struggle with following through on this, ask for help from a case manager, a family member, or a friend.
2. You must tell every doctor and pharmacist every medication you are taking so you do not harm yourself and do not break the law. This includes over-the-counter medications (e.g. anti-acid, anti-inflammatory, cough syrup, vitamins, supplements) since they can have potentially toxic interactions with your prescriptions or affect their absorption.
3. Medications that require a prescription are governed by federal and state laws and monitored through multiple agencies including the Drug Enforcement Agency, Nebraska's Department of Health and Human Services, and Nebraska's Board of Medicine and Surgery. The Prescription Drug Monitoring Program (PDMP) allows us to see controlled substances that have been dispensed anywhere in the state by any provider, no matter how they were paid for.



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4. It is a felony to share, sell, or exchange your medications with anyone for any reason. It is also a felony to forge, falsify, or alter a prescription. This is very dangerous. If you violate these laws, this contract forfeits your right to the doctor-patient confidentiality on these matters and will result in a report to the police and the termination of your care from the practice.
5. Samples: We are very fortunate to have medication samples available from pharmaceutical companies to be able to give to our patients who do not have the financial means to otherwise afford them. From time to time, you will see pharmaceutical representatives visit our office. We will do our best to minimize disruption or delay your visit with the physician. If this happens, please let us know and we will be sure to remedy the situation promptly.
6. Refill Requests: To request a medication refill, please call your pharmacy. You may also use the secure patient portal to request refills, however that is a slower option. If you decide to use the secure patient portal to request refills, ensure that the name and dosage of the medication requested and the name of the pharmacy is specified. Refills will generally be sent to the pharmacy within 2 business days after the request is received, and never over the weekend. Because your prescription is expected to run out, you should make an appointment well in advance. Medications may cause withdrawal symptoms when not taken as prescribed, or if abruptly stopped. Poor planning on your part does not constitute an emergency on our part. A refill in advance of an appointment takes time to coordinate and requires documentation. Please keep in mind that your medication dosages may change at your next scheduled appointment. Refills will only be given to current patients who maintain their regularly scheduled appointments. Should you have a no-show or cancel your appointment and a refill is due, your medication may not be sent to your pharmacy. The rules for controlled substances are different and are specified below.
7. Controlled Substance Policy:
 - You must fill controlled substances within 7 days of the fill date on the script. Though most pharmacies will now take an electronic prescription, some will require you to present the prescription at your pharmacy. Some of these prescriptions will not have refills and require you to be seen monthly. If you are not seen, no refill will be given. It is your responsibility to have an appointment early enough so that you will have enough to last you until you are seen. There are no exceptions.
 - You can only use one pharmacy for all your controlled substance medications, and it is preferred that you use only one pharmacy for all your prescription needs. If circumstances require the use of another pharmacy, you must notify our office immediately and provide all pertinent contact information.
 - Controlled substances should only be filled in Nebraska. If you take the prescription to another state, it is unlikely that the medication will be filled.
 - Patients on Clozapine must be seen at least every thirty days, even though Clozapine is not a controlled substance.
 - We will not replace lost or stolen prescriptions of controlled substances without a police report.
 - You may be asked to bring your prescribed controlled medications to your appointment for a pill-count to ensure compliance.
 - We occasionally perform random urine or saliva drug screens, as this is the standard of care. It helps to ensure you are taking your medications (and not diverting) or not taking other non-prescribed drugs that could be altering your mood and interfering with treatment. It demonstrates you are receiving comprehensive care.
 - If you are prescribed controlled substances and do not comply with a pill count or drug screen



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request within 48 hours without good cause, you may be terminated from our practice.

- It is a felony to accept a controlled substance prescription from the same (or similar) class from any other prescriber without both those prescriber's consent and notification. This is referred to as "doctor shopping". If it is the case that you receive controlled substances from another prescriber and do not notify us, you will be terminated from the practice.
- **CHANGES TO THIS NOTICE:** We reserve the right to change this notice. We reserve the right to make the revised or changed notice effective for medical information we already have about you as well as any information we receive in the future. We generally update all our forms once per year, and occasionally more frequently. The most current version of the consent form that was made while I am a patient will effectively govern our relationship. This Agreement shall not be amended except by written instrument executed by both parties hereto. Should any provision of this Agreement be declared void or ineffective by virtue of any state or federal statute or regulation, or decision of any court or regulatory authority, such declaration shall not invalidate any of the provisions of this Agreement that otherwise remain in full force and effect.