



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

OFFICE POLICIES AND PROCEDURES

This is a contract ("Agreement") that governs the way Dr.Hovav and Lifetime Insight, LLC ("The Practice") operate with regard to your care. You should be using a computer to view this properly. The use of a tablet or phone will not allow you to sign this Agreement properly. This document is quite lengthy. Please take your time to review and fully understand this document. If you have questions, please call us prior to signing. Please initial every page to indicate that you have read, understand, and agree.

OFFICE HOURS AND APPOINTMENTS:

- **Business Hours:** The Practice's business hours are Monday through Thursday from 8:30 AM until 5:00 PM, and Friday from 8:30 AM until 12:00 PM. Disruptions to the normal business hours may at times occur. For an updated closure list, please check the website and always listen to our regularly updated voicemails.
- **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, 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 Practice will typically be closed if the Omaha Public School and/or Millard Public Schools are closed. Information on office closures is updated regularly on our voicemail and also listed on our website www.lifetimeinsight.com. Please check our Facebook (www.facebook.com/lifetimeinsight) and Twitter (@lifetimeinsight) social media for information as well. Our office staff will strive to notify you about the office closure and every attempt will be made to reschedule you at the earliest convenience.
- **Appointments:** An initial appointment for patients are generally 50-60 minutes. When you schedule an appointment, it guarantees you the time of the physician. It does not guarantee any specific medications, treatments, or letters. Generally, the initial appointment is a comprehensive evaluation. You will be given a provisional diagnosis, commonly some psychotherapeutic management, and possibly prescription medication depending on the diagnosis. Subsequent appointments are 15-25 minutes in length, depending on the patient. A therapeutic relationship is further formed over time where the diagnosis is refined, if needed, and treatment approaches are optimized. Longer appointment times can be scheduled for patients who are not under insurance contracts. The longest interval between appointments is generally 3 months, but in very rare occasions, may be 6 months. This is at the discretion of the physician and is dependent on the severity and stability of the individual patient. Even if you are stable on your medication, an evaluation of your progress needs to take place.
- **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 HIPAA-secure Portal. You will receive a unique username and a temporary password which you will change. You



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are likely reading this form on the secure portal right now. You also agree to receive reminder e-mail and/or text alerts prior to your appointments. Not receiving 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.

- 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 as we value our own. 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 proper notice of cancellation ("no-show") or cancel with less than a **1-business day notice** ("late cancel") will be charged a fee (see financial agreement for more information). Appointments on Monday not canceled by Friday before noon is considered late-cancel since The Practice closes at noon on Fridays. 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 should not 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.

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. These services take up a significant amount of the physician's time, and if not done during the time of an appointment, are billed at an hourly rate directly to the patient.

- Preparing reports for other providers, organizations, or landlords.
- Telephone calls lasting more than 5 minutes.
- Completing documents for disability claims, insurance reviews, or 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.



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PRESCRIPTION & REFILL POLICY/MEDICATION DISCLOSURES:

- No medication refills 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 loved ones.
- You must disclose every medication you take to each of your doctors and pharmacists so you do not harm yourself. This includes over-the-counter medications (e.g. antacid, anti-inflammatory, antihistamine, cough syrup, vitamins, supplements) since they can have potentially toxic interactions with your prescriptions or affect their absorption.
- Medications that require a prescription are governed by federal and state laws and monitored through multiple agencies. The Prescription Drug Monitoring Program (PDMP) in Nebraska and the Prescription Monitoring Program (PMP) in Iowa grant prescribing physicians access to view controlled and uncontrolled medications that have been prescribed and dispensed by any provider, no matter how they were paid for. This data is accessed by Dr. Hovav when you register to be a patient and at regular intervals.
- It is a felony to share, sell, or exchange your medications with anyone for any reason ("diversion"). It is also a felony to forge, falsify, or alter a prescription. 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 DEA and in immediate termination from The Practice.
- We are very fortunate to have medication samples available from pharmaceutical companies to be able to give to our patients for initiation of treatment or for coverage when there is a break in insurance coverage, if appropriate. You may see pharmaceutical representatives visit our office but do our best to minimize disruption.

To request a medication refill, please call your pharmacy. You may also use the secure patient portal. Because your prescription is expected to run out, you should make an appointment well in advance to avoid withdrawal symptoms should they run out. Refills are generally approved and sent to your pharmacy within 2 business days after the request is received. We do not refill medications when The Practice is closed. Poor planning on your part does not constitute an emergency on our part. 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. There are additional policies for controlled and scheduled medications which are specified further in this Agreement.



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CONTROLLED AND SCHEDULED MEDICATION POLICY:

- Controlled substances have a higher potential for abuse and can cause physiological dependence. Examples of controlled substances include medications of the benzodiazepine class (alprazolam, lorazepam, clonazepam, etc), Z-drugs and other hypnotics (zolpidem, zaleplon, suvorexant, etc), stimulants (methylphenidate, amphetamines, armodafinil, etc) and many others.
- 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 or every 90 days to receive a refill. It is your responsibility to have an appointment early enough so that you will have enough until you are seen. There are absolutely 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 the state where you reside, as it is unlikely that the medication will be filled. If there is a need for travel, you must disclose this to the physician.
- Patients taking 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 and that there is no diversion. Failure to comply within 48 hours without good cause may result in your termination from The Practice.
- 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.
- It is a felony to accept a controlled substance prescription from the same (or similar) class from any other prescriber without both 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 without notifying Dr. Hovav, you will be terminated from The Practice.



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ELECTRONIC COMMUNICATIONS:

The preferred form of communication is through the patient portal. All communications are added to your medical records. Please do not send us a message through the portal that is of an urgent or emergent nature. 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 The Practice and convey the nature of the urgency with the staff. All communications may be added to your medical records. Brief calls are generally returned within 1 business day. Non-emergent calls may or may not be returned, and the issue resolved during an appointment or via the patient portal.

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, 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 a common consequence of treatment and should be discussed. There is never room for romantic enactment between patient and physician/psychotherapist. Additionally, our staff may not become romantically involved with patients.

GRIEVANCES:

If you have a grievance, please notify the Privacy Officer, Mr. Roni Mor. Be assured that your complaint will be kept confidential. We will attempt to resolve your concern in a professional and swift manner. Consumer etiquette is still expected even when a grievance arises.

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. 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.