

HEALING MINDS

Psychiatric-Mental Health Nurse Practitioner

Office Policies & Practice Agreement

Please review and acknowledge the following office policies to ensure clarity of care and expectations.

- **COMMUNICATION POLICY:**

Non-urgent messages will be returned within 48–72 business hours. Email/text should not be used for urgent concerns, emergencies, or crisis situations.

- **PHONE & EMAIL USE:**

Email is not HIPAA-secure. Limit email to scheduling needs only. No clinical advice will be provided by email or text.

- **MEDICATION REFILLS:**

Allow 3 business days for refill processing. No refills will be provided after hours, weekends, or holidays. You must attend appointments to receive medication refills.

- **CONTROLLED SUBSTANCES:**

Some medications require strict monitoring, urine drug screens, and regular follow-up visits.

- **FEES FOR PAPERWORK:**

Letters, forms, disability paperwork, and extended administrative work may incur additional fees depending on complexity and time involved.

- **EMERGENCIES:**

Healing Minds does not provide emergency services. For emergencies, call 911 or 988, or go to the nearest emergency room immediately.

Full Legal Name:

Date of Birth (MM/DD/YYYY):

Signature (Typed Name):

Date: