



Kelly Yan

Psychiatric Mental Health Nurse Practitioner

POLICY STATEMENT

Services

Psychiatric mental health nurse practitioners are nationally board-certified and state-licensed Advanced Practice Registered Nurses who can diagnose mental health disorders and treat them with medication and counseling. In Oregon, PMHNPs practice independently and are overseen by the Oregon State Board of Nursing. Medications are prescribed at the provider's discretion in accordance with federal and state laws, professional treatment guidelines, and clinical judgement. The counseling provided in our sessions is not a substitute for the work that can be done with a skilled licensed therapist; clients are strongly encouraged to create or continue a relationship with a therapist as a complement to our services.

Participatory care

Active client participation is essential to optimizing your care. We will collaborate to identify and meet your goals. Medications can be a powerful tool, but they seldom work well in isolation. Lifestyle changes and coping strategies often play a critical role. Some positive lifestyle choices include reducing alcohol or drugs, exercising, eating healthy, seeing a PCP regularly, and building good habits. Some helpful coping strategies include meditation, mindful breathing, grounding exercises, and social support.

Clients are expected to follow the care plan. This includes keeping appointments; taking medications as prescribed; keeping track of refills; getting labs, vital signs, or EKGs; seeing other health care providers; communicating important changes; and keeping an open mind. Clients are expected to speak up if they are uncomfortable with a treatment plan or if they don't feel it is meeting their expectations.

Risks associated with treatment

Every type of treatment has potential risks and benefits. All medications — including over-the-counter medications, vitamins, and supplements — can cause adverse effects in some individuals or cause interactions with other medications or substances. On rare occasions, adverse effects can be serious. There is no way to predict who will experience adverse reactions or how serious or long-lasting they might be. Before a medication is prescribed, we will discuss the risks, benefits, and common side effects. Please review the printed insert that accompanies the medication for more detailed information.

To monitor for interactions and contraindications, it is essential that clients fully disclose all relevant information, including medical conditions, medications, supplements, and alcohol and substance use.

Psychotherapy can carry risks as well. Risks can include temporary emotional discomfort or trauma-triggered responses. It is important to communicate any distress you might be feeling so we can work on challenging maladaptive thoughts and behaviors in a tolerable way.

Off-label use of medication

Many medications used in mental health are prescribed "off-label," meaning they are not formally approved by the Food and Drug Administration (FDA) for the prescribed purpose. Formal approval can be a complex and expensive endeavor, and the lack of approval does not necessarily mean a lack of efficacy or safety. In addition to FDA guidelines, medication recommendations are based on clinical research, scientific literature, expert practice, professional standards, and clinician experience.

Initial appointment

The first meeting typically lasts 60-90 minutes. Please complete all forms and questionnaires before the appointment. We will discuss your medical, psychological, and social history; current symptoms and stressors; risk and protective factors; and treatment goals. We will decide whether we are a good fit for



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working together. We may begin a treatment plan, or further assessment and discussion may be necessary. An intake appointment does not guarantee ongoing care or medication prescriptions. You become an active client when fill a prescribed medication or attend a follow-up appointment.

Follow-up sessions

The duration and frequency of follow-up appointments will depend on the treatment plan, personal preference, and outside factors that influence your mental health. We usually meet more frequently initially and less often as treatment goals are met. Appointments typically last 15-50 minutes. Frequency ranges from weekly to every 5 months. It is important to meet regularly to assess the need for and the efficacy of medications, as well as to discuss factors that can impact your mental health. A client who is stable and taking a simple medication regimen may wish to transfer their care to a primary care provider.

Termination of treatment

You are free to terminate care at any time. Please communicate your intentions so we can address any concerns and facilitate a good transfer of care. Some medications cannot be safely or comfortably stopped abruptly. We can work with you to taper them or to support you while you find a new provider. If we have not heard from you in six months, we will assume that you are no longer interested in continuing care with us and you will be administratively discharged.

We reserve the right to terminate treatment after 3 missed appointments or late cancellations. Access to specialty care is limited, and we want to make sure appointment slots are available for people who are actively engaged in care. Any exceptions are at the provider's discretion.

If you would like to restart treatment after a termination, please contact the office.

Cancellations, late arrivals, missed appointments

Cancellations must be made at least 48 business hours in advance. Weekends and holidays do not count. Late cancellations will incur a fee.

Missed appointments ("no-shows") will incur a fee. We may or may not try to reach you if you have not joined an appointment at the scheduled time.

Late arrivals: If you arrive later than 10 minutes for a 25-minute appointment or 20 minutes for a 50-minute appointment, there will not be enough time to conduct the session productively. At the provider's discretion, this may be considered a missed appointment, and a fee can incur.

As a courtesy, the fee is waived for the first missed appointment or late cancellation. The fees are \$150 for a 25-minute appointment, \$200 for 50-minute appointment, and \$150 for a new client intake appointment. Fees are not waived when appointments are missed due to traffic, scheduling conflicts, or work or school schedule changes.

Appointment reminders are offered as a courtesy. They do not distinguish between in-person and telemedicine visit, and they do not include a telehealth link. Keeping track of appointments is your responsibility. Not receiving a reminder is not grounds for waiving a missed-appointment fee.

Fees for missed appointments and late cancellations must be paid before scheduling future appointments. Insurance carriers do not pay for missed appointments.

_____ I have read the cancellation policy and I agree to its terms.

Contacting us

Our preferred method of communication is email, either standard email or through the Patient Portal. The Portal is secure, but email is not HIPAA-compliant and privacy cannot be guaranteed. Be aware that



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your email may not be read outside of standard business hours. Use office@kellyyan.net for questions related to scheduling, billing, insurance, and records. Use kelly@kellyyan.net for clinical questions or questions related to medications. If a clinical issue cannot be addressed in a couple of sentences, an appointment may be necessary to discuss it in depth. You may also call the clinic.

Patient Portal

You will need to set up an account in Valant, our practice management software. The Portal securely stores your information and allows you to update your contact and insurance information; view and pay a balance; receive billing statements; view and schedule appointments; and receive documents to sign.

Medication refills

We will strive to make sure you don't run out of medication before your next appointment, but many factors may influence medication refills. For example, a sporadically used as-needed medication may not be refilled until you ask for it. Or an appointment rescheduling may mean you could run out before your next visit. Please keep track of your supply and request refills **at least 5 days before you run out**. Medications that require an insurance Prior Authorization will take longer to process.

For refills, start by calling your pharmacy. It may have refills or orders on hold. If not, it will send us an electronic request for refills. Many pharmacies offer automatic refills, text reminders or other aids.

Controlled medications, such as stimulants, have more rules governing their dispensary. Insurance companies typically do not allow early refills. Lost or stolen controlled medications will not be replaced. With controlled medications, ask for "the prescription you have on hold" rather than a "refill."

Medications will not be prescribed to pharmacies outside of Oregon. If you forget or run out of medication while traveling, call your pharmacy and ask if they can transfer your prescription to a local pharmacy. Rules about transfers vary from state to state. Controlled medications cannot be transferred.

Regular follow-up appointments are required for the ongoing prescribing of medications.

Read more about medication management in the Medication FAQ at www.kellyyan.net/faq.

Court proceedings, disability applications, FMLA forms

We do not provide any information or medical records to attorneys or law enforcement officials without your permission except as required by law or court order. If your provider is deposed or required to testify, hourly rates with travel allowances will be billed to you.

We do not perform evaluations or submit paperwork for the purposes of applying for long-term disability or for legal proceedings such as criminal trials or child custody hearings. You may request copies of your medical records for use in such applications and proceedings.

When appropriate, we may provide assessment and support to *established* clients in their applications for Family Medical Leave (FMLA), or for school or workplace accommodations. If significant time is involved, you may be billed for the time. See up-to-date fees at www.kellyyan.net/services-fees.

Emergencies

If a crisis occurs outside of our available hours or if you are unable to reach us, please contact emergency services. Strong thoughts or impulses to harm yourself or others is a medical emergency, and it is appropriate to call 911 or go to a hospital emergency room. If you are hospitalized, please let us know as soon as possible so we can follow up and coordinate care. Other crisis resources:

Multnomah County Mental Health Crisis Line/Project Respond: 503-988-4888 or 1-800-716-9769
Washington County Crisis Line: 503-291-9111



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Clackamas County Crisis Line: 503-655-8401
Cascadia Urgent Walk-In Clinic: 4212 SE Division St, Portland; 503-963-2575
Unity Center for Behavioral Health (has ER): 1225 NE 2nd Ave, Portland; (503) 944-8000
Suicide hotline: 988 or 800-273-8255
Drug and Alcohol hotline: 800-923-4357
Warm Line: 1-800-698-2392; <http://communitycounselingsolutions.org/warmline/>
Portland Women’s Crisis Line (domestic violence): 503-235-5533
Sexual Assault Resource Center: 503-626-9111

Confidentiality

Information about your treatment and anything we discuss will be kept confidential and will not be shared without your written consent (Release of Information). Exceptions to this policy include:

- Threat of harm to you or another person
- Suspicion of abuse toward a child, an elderly person, or a disabled person
- Court subpoena to testify or relinquish records
- A situation in which you cannot give consent, but information is needed to provide emergency care.
- Insurance requirement for billing (only the minimal necessary information will be given).

For more information on confidentiality and disclosure of information, see HIPPA Notice of Privacy Practices at www.kellyyan.net/new-clients.

Adolescents

In Oregon, those age 14 or older do not need parent/guardian permission to receive mental health care. Kelly Yan PMHNP requires consent from both minors and parents/guardians. Either party has the right to withdraw consent at any time. Information will not be disclosed to parents/guardians without permission unless there is a threat of harm to self or others. However, parents/guardians have the right to access the medical records, which might contain sensitive information, of dependents under the age of 18.

Grievances

If you are dissatisfied with your care, please discuss your concerns with your provider. If your concern is not resolved, you may contact your insurance company or the Oregon State Board of Nursing (OSBN).

Consent and agreement

_____ I consent to treatment by Kelly Yan PMHNP. I can withdraw consent at any time.

_____ I have read this Policy Statement and I agree to its terms.

_____ I choose to receive email messages from Kelly Yan PMHNP. I understand that email may not be secure. If I send an email to my provider, I agree to receive a response by email unless otherwise stated.

_____ I choose to receive text messages from Kelly Yan PMHNP. I understand that texting may not be secure. If I send a text to my provider, I agree to receive a response by text unless otherwise stated.

Signature: _____ **Date:** _____

If signed by person other than client:

Name: _____ Relationship to client: _____