

William Matthews, M.D.
8300 Health Park, Suite 201
Raleigh, NC 27615
www.CarolinaPerformance.net
919-307-9909



New Client Intake Form for Dr. William Matthews, M.D.

Name: _____

Date: _____

Mailing Address:

Physical Address (if different):

May I send mail to the above address? **Y / N**

Telephone Numbers (Please provide only numbers at which you give me permission to call you):

Home: _____

May leave a detailed message? ___yes ___*no

Work: _____

May leave a detailed message? ___yes ___*no

Cell: _____

May leave a detailed message? ___yes ___*no

Date of Birth/Age: _____

Relationship Status: _____

Student status/Occupation: _____

Have you ever engaged in therapy before? Y / N

Worked with a psychiatrist? Y / N

Contact Person in case of emergency: _____

Telephone #: _____

Primary Care Physician: _____ **Telephone#:** _____

Medical History:

- List any medical problems:

- Current Medications:

- Allergies: _____

- Hospitalizations (Medical, Psychiatric, Substance abuse- give place and year):

- Family history of: mental illness? _____ Yes _____ No
- Substance abuse? _____ Yes _____ No
- Suicide? _____ Yes _____ No Violent behavior? _____ Yes _____ No
- How often do you?

Smoke _____ never _____ monthly _____ weekly _____ daily

Drink alcohol _____ never _____ monthly _____ weekly _____ daily

Use drugs _____ never _____ monthly _____ weekly _____ daily

Primary Insurance:

Insurance Plan Name: _____

Insured Name: _____ Insured ID# _____

Insured's social security # _____

Copayment: _____

How did you hear about Dr. Matthews' services? _____

What would you like to gain from working with Dr. Matthews at Carolina Performance? What are your goals?

CONSENT FOR TREATMENT:

Your signature below indicates that you have read the "Dr. Matthews-Client Service Agreement" and agree to its terms and also serves as an acknowledgement that you have received the HIPAA notice form.

Signature of Client (or Guardian if under 18)

Date

Printed Name

William Matthews, M.D.

RECORD RELEASE AUTHORIZATION:

I hereby authorize Dr. Matthews to furnish information to insurance carriers concerning my illness/treatment.

Signature of Client (or Guardian if under 18)

Date

CREDIT CARD PAYMENT FOR PROFESSIONAL SERVICES

___ VISA ___ Mastercard ___ Discover

Name on Account (exactly as it appears on credit card)

Address (if different from the 1st page)

City ZIP Code

Credit Card Number Exp. Date

I authorize Dr. Matthews to bill the above credit card for professional services.

Signature of Card Holder Date

PAYMENT FOR LATE CANCELLATION OR NO-SHOW

I authorize Dr. Matthews to bill the above credit card when I do not give advanced notice for a late (less than 48 business hours) cancellation or no-show, as per the “Dr. Matthews – Client Agreement.” I understand that if I do not wish my credit card billed for this purpose, I am still responsible for paying these fees.

Signature of Card Holder Date

ABOUT CAROLINA PERFORMANCE

We are a group of independently operating psychiatrists, psychologists, counselors, therapists, and sport psychology consultants that offer integrated mental health services. We work together as a group for the purpose of sharing office space and necessary support and equipment to facilitate our ability to practice our professions independently. At times, we may consult with one another for the purpose of treatment coordination and routine peer supervision. We operate under a single name (“Carolina Performance”) for ease of recognition. However, we are not otherwise bound to one another, e.g., no shared malpractice insurance.

DR. MATTHEWS—CLIENT SERVICES AGREEMENT

Welcome to Dr. Matthews’ practice at Carolina Performance (CP). This document (the Agreement) contains important information about his professional services and business policies. **Although Carolina Performance providers work together with teams and businesses, we have separate, individual private practices in our offices at AIHF.** It also contains summary information about the Health Insurance Portability and Accountability Act (HIPAA), a new federal law that provides new privacy protections and new patient rights with regard to the use and disclosure of your Protected Health Information (PHI) used for the purpose of treatment, payment, and health care operations. HIPAA requires that we provide you with a Notice of Privacy Practices (the Notice) for use and disclosure of PHI for treatment, payment, and health care operations. The Notice explains HIPAA and its application to your personal health information in greater detail. The law requires that we obtain your signature acknowledging that we have provided you with this information. Although these documents are long and sometimes complex, it is very important that you read them carefully. We can discuss any questions you have about the procedures. When you sign this document, it will also represent an agreement between you and Dr. Matthews. You may revoke this Agreement in writing at any time. That revocation will be binding on Dr. Matthews unless he has taken action in reliance on it; if there are obligations imposed on Dr. Matthews by your health insurer in order to process or substantiate claims made under your policy; or if you have not satisfied any financial obligations you have incurred.

PSYCHOLOGICAL/PSYCHIATRIC SERVICES

Psychotherapy is not easily described in general statements. It varies depending on the personalities of the psychologist/psychiatrist and the patient, and the particular concerns you are experiencing. There are many different methods CP may use to deal with the concerns that you hope to address. Psychotherapy calls for an active effort on your part. In order for the therapy to be most successful, you will have to work on things we talk about both during our sessions and at home.

Psychotherapy can have benefits and risks. Since therapy may involve discussing unpleasant aspects of your life, you may experience uncomfortable feelings like sadness, guilt, anger, frustration, loneliness, and helplessness. On the other hand, psychotherapy has also been shown to have many benefits. Therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress. But there are no guarantees of what you will experience.

Our first few sessions will involve an evaluation of your needs. By the end of the evaluation, we will be able to offer you some first impressions of what our work will include and a treatment plan to follow, if you decide to continue with therapy. You should evaluate this information along with your own opinions of whether you feel comfortable working with Dr. Matthews. Therapy involves a commitment of time, money, and energy, so you should be very careful about the therapist you select. If you have questions about Dr. Matthews’ procedures, we should discuss them whenever they arise. If your doubts persist, he would be happy to help you set up a meeting with another mental health professional for a second opinion.

Psychiatric medication management is often a component of the treatment a patient receives. Because of the importance of proper and safe management of medications, it is important that patients provide all clinical information related to medical history (including relevant family history) and physical symptoms. That information allows for the current psychiatric presentation to be evaluated for a physical component or cause and for the selection of the most tolerable and safest medications in treating your condition. It is extremely important that your primary care doctor and all other clinicians providing you medical care are aware of the diagnoses and treatments that you have been given by each member of your total treatment team (both physical and mental health care providers). It is extremely important that you keep an open dialogue with your doctors regarding how you are tolerating the medications so that appropriate interventions if needed can occur in a timely fashion. That underscores the necessity of your keeping all scheduled appointments with your psychiatrist and taking medications as they are prescribed. Your psychiatrist may not provide medication management to anyone who repeatedly does not take medications as agreed upon and prescribed.

MEETINGS

Dr. Matthews normally conducts an evaluation that lasts from 1 to 2 sessions. During this time, we can both decide if Dr. Matthews is best suited to provide the services you need in order to meet your treatment goals. **Once an appointment is scheduled, you will be expected to pay for it unless you provide 48 business hours advanced notice of cancellation.** It is important to note that insurance companies do not provide reimbursement for cancelled sessions.

PROFESSIONAL FEES

CP fees are available on the Pricing page of our website, www.CarolinaPerformance.net. In addition to appointments, CP charges this amount for other professional services you may need, though we will break down the hourly cost if we work for periods of less than one hour. Other services include report writing, telephone conversations lasting longer than 5 minutes, consulting with other professionals with your permission, preparation of records or treatment summaries, and the time spent performing any other service you may request of CP. If you become involved in legal proceedings that require your CP provider's participation, you will be expected to pay for all of his/her professional time, including preparation and transportation costs, even if your provider is called to testify by another party.

BILLING AND PAYMENTS

You will be expected to pay for each session at the time it is held.

LATE ARRIVALS

Patients are seen by appointment. If you arrive late, the appointment must end as scheduled and you will be charged for the full amount of your scheduled visit. This will allow us to see each patient when they are scheduled.

INSURANCE REIMBURSEMENT

In order for us to set realistic treatment goals and priorities, it is important to evaluate what resources you have available to pay for your treatment. If you have a health insurance policy, it will usually provide some coverage for mental health treatment. Dr. Matthews may help you fill out forms and provide you with whatever assistance he can in helping you receive the benefits to which you are entitled; however, you (not your insurance company) are responsible for full payment of his fees. It is very important that you find out exactly what mental health services your policy covers. Dr. Matthews is not in-network with any insurance company at Carolina Performance. You will need to file Dr. Matthews' billing receipt with your insurance company using your out-of-network benefits.

You should carefully read the section in your insurance coverage booklet that describes mental health services. If you have questions about the coverage, call your plan administrator. Of course, Dr. Matthews will provide you with whatever information he can based on his experience and will be happy to help you in understanding information you receive from your insurance company. If it is necessary to clear confusion, Dr. Matthews will be willing to call the company on your behalf, if you are assigned a case manager and can provide Dr. Matthews with a name and extension for your insurance case manager during your appointment with your input.

Due to the rising costs of health care, insurance benefits have increasingly become more complex. It is sometimes difficult to determine exactly how much mental health coverage is available. "Managed Health Care" plans such as HMOs and PPOs often require authorization before they provide reimbursement for mental health services. These plans are often limited to short-term treatment approaches designed to work out specific problems that interfere with a person's usual level of functioning. It may be necessary to seek approval for more therapy after a certain number of sessions.

You should also be aware that your contract with your health insurance company may require that Dr. Matthews provide it with information relevant to the services that he provides to you. Dr. Matthews may be required to provide a clinical diagnosis. Sometimes he may be required to provide additional clinical information such as treatment plans or summaries, or copies of your entire Clinical Record. In such situations, he will make every effort to release only the minimum information about you that is necessary for the purpose requested. This information will become part of the insurance company files and will probably be stored in a computer. Though all insurance companies claim to keep such information confidential, we have no control over what they do with it once it is in their hands. In some cases, they may share the information with a national medical information databank. Dr. Matthews can discuss with you any report he submits, if you request it. If you decide not to sign the release for your insurance company, Dr. Matthews will not communicate with your insurance company. It is important to remember that you always have the right to pay for Dr. Matthews' services yourself to avoid the problems described above.

CONTACTING DR. MATTHEWS

Due to work and travel schedules, Dr. Matthews is often not immediately available by telephone. While he is usually available between 9AM and 5PM, he will not answer the phone when he is with a patient. Our telephones are answered by a voicemail that we monitor frequently. You may call Dr. Matthews' voicemail 24 hours a day and leave a message 919-307-9909. Dr. Matthews will make every effort to return your call on the same day you make it, with the exception of weekends and holidays. If you are difficult to reach, please inform Dr. Matthews of some times when you will be available. Do not leave phone numbers for Dr. Matthews to return your call if you would not want Dr. Matthews to identify himself to someone who answered the phone (family member, roommate, etc.). Dr. Matthews' mobile number is given to the client at the end of the first session. If you are unable to reach Dr. Matthews and feel that you can't wait for Dr. Matthews to return your call, you may: contact another treating CP provider if you have one, contact your family physician, call the Hopeline at (919) 231-4525, call Holly Hill Hospital Respond Line at (919) 250-7000, or go to the nearest emergency room and ask for the psychologist/psychiatrist on call. In the event of a life-threatening emergency call 911.

You may also reach Dr. Matthews via email, matthews@CarolinaPerformance.net for the purposes of general inquiry and/or to request an appointment. He will make all attempts to respond to emails in a timely manner. Please be aware, though, that email is not a secure form of communication. Dr. Matthews cannot protect against the possibility that information you send over email might be intercepted by unwanted parties. As a general rule, refrain from disclosing any sensitive personal information over email. Dr. Matthews may not respond to lengthy emails of a personal nature.

LIMITS ON CONFIDENTIALITY

The law protects the privacy of all communications between a patient and a psychiatrist. In most situations, Dr. Matthews can only release information about your treatment to others if you sign a written Authorization form that meets certain legal requirements imposed by HIPAA and 42CFR. There are other situations that require only that you provide written, advance consent. Your signature on this Agreement provides consent for those activities, as follows:

CP providers may occasionally find it helpful to consult each other and other health professionals about a case. During a consultation, CP makes every effort to avoid revealing the identity of our patients. The other professionals are also legally bound to keep the information confidential. If you don't object, we will not tell you about these consultations unless we feel that it is important to our work together. We will note all consultations in your Clinical Record (which is called "PHI" in our Notice of Carolina Performance's Policies and Practices to Protect the Privacy of Your Health Information).

Disclosures required by health insurers or to collect overdue fees are discussed elsewhere in this Agreement.

If Dr. Matthews believes that a patient presents an imminent danger to his/her health or safety, he may be obligated to seek hospitalization for him/her, or to contact family members or others who can help provide protection.

Dr. Matthews reserves the right to look up any of his patients on the North Carolina Controlled Substance Reporting System. If he feels that there are drug-drug interactions that put his patient in imminent danger of overdose or death, Dr. Matthews reserves the right to contact the prescribing physicians or pharmacists in the system. Dr. Matthews will do his best to discuss this with the patient should it arise. Privacy of active felonious activity (doctor shopping) is not protected under HIPAA or 42CFR.

There are some situations where Dr. Matthews is permitted or required to disclose information without either your consent or authorization:

If you are involved in a court proceeding and a request is made for information concerning the professional services that you have been provided, such information is protected by the doctor-patient privilege law. Your provider cannot release any information without your written authorization, or a court order. If you are involved in or are contemplating litigation, you should consult with your attorney to determine whether a court would be likely to order your provider to disclose information.

If a government agency is requesting the information for health oversight activities, your provider may be required to provide it for them.

If a patient files a complaint or lawsuit against Dr. Matthews, Dr. Matthews may disclose relevant information regarding that patient in order to defend himself.

There are some situations in which Dr. Matthews is legally obligated to take actions, which he believes is necessary to attempt to protect others from harm and we may have to reveal some information about a patient's treatment. These situations are unusual in his practice.

If Dr. Matthews has cause to suspect that a child under 18 is abused or neglected, or if we have reasonable cause to believe that a disabled adult is in need of protective services, the law requires that he file a report with the County Director of Social Services. Once such a report is filed, Dr. Matthews may be required to provide additional information.

If Dr. Matthews believes that a patient presents an imminent danger to the health and safety of another, we may be required to disclose information in order to take protective actions, including initiating hospitalization, warning the potential victim, if identifiable, and/or calling the police.

If such a situation arises, Dr. Matthews will make every effort to fully discuss it with you before taking any action and limit the disclosure to what is necessary.

While this written summary of exceptions to confidentiality should prove helpful in informing you about potential problems, it is important that we discuss any questions or concerns you may have now or in the future. The laws governing confidentiality can be quite complex,

and Dr. Matthews is not an attorney. In situations where specific advice is required, formal legal advice may be needed.

PROFESSIONAL RECORDS

The laws and standards of our professions require that we keep Protected Health Information about you in your Clinical Record. Except in unusual circumstances that involve danger to yourself and/or others or the record makes reference to another person (unless such other person is a health care provider) and Dr. Matthews believes that access is reasonably likely to cause substantial harm to such other person, you may examine your Clinical Record, if you request it in writing. Because these are professional records, they can be misinterpreted and/or upsetting to untrained readers. For this reason, Dr. Matthews recommends that you initially review them in his presence, or have them forwarded to another mental health professional so you can discuss the contents.

PATIENT RIGHTS

HIPAA provides you with several new or expanded rights with regard to your Clinical Records and disclosures of protected health information. These rights include requesting that we amend your record; requesting restrictions on what information from your Clinical Records is disclosed to others; requesting an accounting of most disclosures of protected health information that you have neither consented to nor authorized; determining the location to which protected information disclosures are sent; having any complaints you make about our policies and procedures recorded in your records; and the right to a paper copy of this Agreement, the Notice form, and our privacy policies and procedures. Dr. Matthews is happy to discuss any of these rights with you.

TERMINATION

Clients are under no obligation to continue services should they decide to terminate at any time. However, we strongly urge that Dr. Matthews be notified in person so that it can be discussed openly.

COMPLAINTS

Dr. Matthews will take reasonable precautions to minimize risks, insure your safety, and provide you with a positive experience. If at any time you believe that Dr. Matthews has not been diligent in performing services, or you believe that your privacy rights have been violated by Dr. Matthews, please bring it to his attention so we can address the matter. If there are concerns that we are not able to resolve to your satisfaction, the North Carolina Psychiatric Association can be contacted to review and evaluate any concerns that you may have. Alternatively, you may complain to the Secretary of U.S. Department of Health and Human Services or the North Carolina Medical Board. You have specific rights under the Privacy Rule. Dr. Matthews will not retaliate against you for filing a complaint.