

Welcome to the practice! I thought it would be helpful to spell out some details to avoid any confusion. My goal is to help you feel better, realizing that no honest human being can predict the future or guarantee an outcome. To work together, we need some guidelines.

Getting Started

After your initial contact with Dr. Holmgren, you will be asked to complete several tasks prior to your first face to face meeting.

-Dr. Holmgren will email you a link and an activation code to sign up for the HelloHealth Electronic Medical Record (EMR). Please sign up for the Patient Portal and enter the following information:

- Phone number, address and email address. Please note that Dr. Holmgren will use this information to contact you, so please keep it up to date.
- Allergies
- Current medications and medical problems.
- Payment information.
- Dr Holmgren asks that you complete the rest of the medical history as well, though this is not necessary prior to your initial meeting.

-Dr. Holmgren will provide you with an electronic copy of several clinical forms:

- Psychiatric History
- Symptom Monitoring Scale
- Side Effect Scale

Please complete these forms and submit them to Dr. Holmgren by emailing him through the HelloHealth Patient portal.

-Once the Patient Portal is established and the clinical forms are received, please contact Dr. Holmgren to set up your first appointment.

-Please note that the Doctor-Patient relationship will only begin once you meet with Dr. Holmgren face to face in his office. Establishing the Patient Portal and submitting clinical forms is *not* sufficient to establish a Doctor-Patient relationship.

-At the beginning of the initial session, Dr. Holmgren will review the Treatment Consent with you. To save time, you may print and sign this yourself and bring it with you to your initial session.

-Payment is due prior to commencing the initial evaluation. If you wish to pay by credit card, please do so in advance through your HelloHealth patient portal. If you prefer to pay by cash or check, you may bring payment to your first session and Dr. Holmgren will issue you a receipt.

Established Patients

-Dr. Holmgren understands that it can be difficult and inconvenient to meet during normal working hours on a regular basis. Dr. Holmgren does expect that you meet with him face to face at least once per quarter. However, many routine issues can be managed with phone calls, electronic messaging and video chats. The HelloHealth Patient Portal offers a secure interface for video chats.

-Dr. Holmgren will make sure to contact you through the HelloHealth patient portal at least once per month to address any questions or concerns. At that time, he will ask you to submit both a symptom monitoring and side effect monitoring scale which he provides. Please complete these forms, even if you are feeling well. Over time, these regular, consistent assessments will help establish a record of medication response or non-response.

-Dr. Holmgren will do his best to monitor symptom severity, side effects, refill availability and other clinical issues. However, psychiatric symptoms can be unpredictable and life is complicated. Please do your best to contact Dr. Holmgren if you are experiencing or anticipating any problems including an increase in symptoms, an increase in side effects, or you anticipate running low on medication. Dr. Holmgren prefers to be contacted through the HelloHealth Patient Portal, though phone calls or other means of contact are available as well.

-Your medical records are your property. Dr. Holmgren believes that the most effective psychiatric care is a collaboration between a doctor and a patient, and an open chart policy is the best way to achieve this collaboration. You will have 100% access to your medical records including notes, evaluations, prescription history and labs. You will be able to access these records through the HelloHealth Patient Portal. Please review your records on a regular basis, and contact Dr. Holmgren if you have questions or to suggest changes or clarification of your records. Dr. Holmgren reserves the right on very rare occasions to withhold a subset of of your medical record if he feels the information contained therein may be harmful for you to read.

-If you feel your treatment is not going well, or if you feel this model of treatment is not right for you, please let Dr. Holmgren know. He will not be offended, and he will work with you to make adjustments, seek a second opinion or make a referral to another psychiatrist.

Fees

-The initial evaluation is \$250 which includes 3 months of follow up.

-Ongoing treatment is \$100 per quarter. If quarterly fees are not maintained in a timely fashion, further treatment will require a new evaluation at the standard fee.

-All phone calls, emails and video chats are included in the quarterly fees. In addition, the quarterly fee includes one face to face session. Further face to face sessions may require additional payment at a fee of \$50.

-Paperwork requests, including prior authorizations, are \$50. This fee does not guarantee the prior authorization will be approved. Extensive paperwork requests may require additional fees. Simple paperwork requiring a signature or something similar are included in the standard quarterly fees.

-HelloHealth, which maintains your medical record, charges a separate fee of \$36/year which you are

26 Court Street
Suite 502
Brooklyn, NY 11242

917-342-2680
josephholmgrenmd.com
josephholmgrenmd@hushmail.com

responsible for paying.

Other Policies

Dr. Holmgren does have an email address through Hushmail.com, which is the most secure public email provider. However, email is inherently risky when dealing with confidential information. Once you have established the HelloHealth Patient Portal, please use this service to message Dr. Holmgren. Dr. Holmgren will respond to all HelloHealth messages within one business day, usually substantially faster.

-These policies are effective as of 1/30/2013