

Practice Policy and Agreement

confidentiality

Privacy is important for patients seeking treatments and the Olive Space Psychiatry LLC strongly protects this right. However, there are exceptions to confidentiality. Information will be shared without confidentiality release in cases where a client is a danger to self or others (Please see the HIPAA notice for more detail explanation and exceptions). Other areas of confidentiality include insurance. The Olive space does not accept insurance payment. Please note that if you choose to request reimbursement from your insurance, your medical information will be shared with your insurance company. At a minimum, insurance companies require the type of service provided and diagnosis codes. Lastly, if outstanding balances remain and not addressed adequately, treatment information may be released for collection agency purposes.

nondiscrimination

The Olive Space Psychiatry LLC appreciates the diversity of human beings. Equal care will be provided to all patients, regardless of age, race, ethnicity, religion, ability, marital status, sexual orientation, gender identity or gender expression.

patient record

You may authorize release of your medical record in writing to entities you designate (Please see the HIPAA notice for more detail explanation regarding your Protective Health Information). Records to other providers less than 100 pages will be free of charge. If more than 100 pages, a nominal fee will be charged. Records for other purposes including personal or legal, will be charged a per page fee + shipping cost. Note, while you may request your own medical record, please note that information deemed to be more detrimental than helpful to your psychological wellbeing may be withheld by Dr. Bagayogo.

communication

The best way to contact the Olive Space is by telephone. Voice messages will be checked once or twice every 24 hours. The Olive Space will make every effort to return your phone call within 24-48 hours. Calls left on Friday will be processed Monday. Email is for general inquiries only and to set up or reschedule appointments. We can be reached at info@olivespacepsychiatry.com. Emails should not be used to discuss your specific medical situation. Emails will be checked once or twice a week. If you have a specific medically related question, please contact Dr. Bagayogo directly by calling 762-233-0785. In the event of a real emergency, please go to the nearest hospital or call 911 for assistance. Once you are receiving emergency assistance, then please notify Dr. Bagayogo by telephone. Dr. Bagayogo does not communicate through social media and will not accept friend requests. This is to safeguard your privacy. If you see Dr. Bagayogo in public, he will not acknowledge you unless you acknowledge him first. This is the signal that he can greet you. This is to protect your privacy.

safety

The Olive Space strives to be a place of comfort and safety for everyone. As such, the Olive Space is a smoke free, alcohol free and weapon free space. Weapons include any item capable of causing grievous bodily harm. If you have any questions regarding this policy please let us know.

appointments

For your first appointment, please arrive 30 minutes early. This will allow us to complete the intake process. Please note that an intake appointment does not constitute the establishment of a doctor-patient relationship. Cancellation of appointments require at 2 business days (48hrs) notice. Cancellations or missed appointments without adequate notice will result in a full session rate charge. 3 missed appointments without clear justification will result in being discharged from the practice.

prescription refill

In general, refills are provided depending on the frequency of monitoring needed. If you your condition requires close monitoring, Dr. Bagayogo may insist on an appointment and will generally provide you with enough medication until that appointment. In general, visits are more frequent at the beginning of treatment and become less frequent when a client is more stable. Controlled substances will not be refilled without an office visit.

Payment

The Olive Space does not accept health insurance. By not relying on insurance for payment, the Olive Space is able to provide superior level of care to its clients in terms of duration and frequency of appointments, and more importantly, flexibility in shaping the personalized treatment plan that is right for you. Accepted methods of payments are cash, all major credit and debit cards, Health Savings Accounts (HSA) and Flexible Spending Account (FSA) cards, Apple Pay and Google Pay. The Olive Space Does not accept personal checks.

Agreement

I have read the above practice policies and have had the opportunity to have questions addressed. I understand that policies may change at any time. I consent to evaluation and treatment by Dr. Issa P. Bagayogo and the Olive Space Psychiatry LLC and agree to be responsible financially for the service rendered.

Signature of Patient (or parent/guardian): _____

Relation: _____

Date: _____