Client Agreement

24-Hour Helpline 1.800.928.8000

Welcome! We strive to make your experience positive to help you live your best life. At New Vista, we provide client-driven therapy, psychiatry and primary care that focuses on the best treatment available for your health and wellness. As we begin working together, we would like to share the following information so you will know what to expect from us and what we expect from you, our client.

How do clients handle multiple care needs (therapy and medication)?

We believe in the power of therapy and find many treatment goals can be met without medication intervention. We encourage clients starting a mental health or substance use recovery journey, to begin with therapy and add additional components over time. For clients beginning their treatment in our primary care services, we encourage open communication with your provider about additional services that may be beneficial. When medication is part of a treatment plan, treatment is integrated with all other care team members to address your needs holistically.

What if I need to miss an appointment?

We have a 24-hour cancellation policy for appointments. Please call us to let us know if you are not able to keep your appointment. In order to meet the needs of all of our clients, after three (3) missed appointments you may be put on the re-engagement pathway.

When do I need to arrive for my appointment?

The expected arrival time is fifteen (15) minutes prior to the appointment, depending on the appointment type. If you are going to miss your arrival time, it is always best to call and notify the local office. If you arrive more than ten (10) minutes after the appointment time, the therapist or psychiatrist/nurse practitioner may need to see the next client prior to seeing you or you may be rescheduled. If you are unable to wait, please speak with the office assistant to reschedule your appointment.

What if I need to talk to my therapist or psychiatrist/nurse practitioner on the phone?

Therapists and psychiatrists/nurse practitioners will be able to discuss your care during a routine or emergency appointment. If you have questions about your appointment or need to change the date of your next appointment, please call the local office. If there is a mental health or substance use emergency, please contact our 24-Hour Helpline at 1.800.928.8000. They will assist you with the appropriate next step. If you are having a physical health emergency or your life is in danger, please call 911.

What do these services cost?

Cost (including co-pays) varies, based on your insurance. If you are uninsured, New Vista has a sliding scale fee. All co-pays and deductibles are expected to be paid at the time of the service. If you are unable to pay your bill, an office assistant can assist in setting up payment arrangements.

Thank you in advance for your cooperation. Together, we can build a valuable relationship to best serve you, your family, and the community. Please sign below to show you have read the above information and agree with the policies.

_____ _____

Client Signature Date

_____ _____

Signature of Client's Parent/Legal Guardian Relationship to Client Date

NV-MED-156 01/17, 02/17, 02017, 6/19, 12/21, 6/23, 2/26

Internal Use Only:

MR #: _____

Unit #: _____