



# MINDFUL CATHY

Catherine Kim ARNP, PMHNP LLC

**SERVICES.** Mindful Cathy is a solo private practice, located in the Phinney Ridge/Greenwood neighborhood in North Seattle. I provide psychiatric care and medication management for adults (18+) with a wide range of mental health conditions, seeking compassionate and holistic psychiatric treatment. I do not currently offer phone or Telehealth (video) services. The psychiatric and mental health services I offer include:

- psychiatric evaluations and medication evaluations
- ongoing and long-term medication management
- psychiatric medication and treatment consults (aka "second opinions")
- psychoeducation and mind-body health coaching
- supportive psychotherapy using mindfulness meditation, concepts from CBT (cognitive behavioral therapy), DBT (dialectical behavior therapy), ACT (acceptance and commitment therapy) and trauma-informed counseling.

**CONTACT.** Mindful Cathy is a part-time solo private practice, which does limit the scope of clinical practice and range of available services, in the outpatient setting.

I recommend registering with the patient portal ONPATIENT, where you can send me secure messages, review and upload documents/labwork, pay for any balances, and view/reschedule/cancel appointments up to 24 hours before your visit. For routine or non-clinical matters, please email me at [cathy@mindfulcathy.com](mailto:cathy@mindfulcathy.com). You can always call me on my main office line (206) 588-5578, which goes to a secure voicemail, to leave me a message. I do not carry a pager and office voicemail messages do get forwarded daily, but are not monitored outside of business hours.

Technology can be a convenient and useful communication tool, especially in our busy lives, but a poor substitute for face-to-face conversation and interaction. Let's talk in person and I recommend making an earlier appointment. Please be mindful to NOT leave any urgent, time-sensitive, or important clinical or therapeutic issues by email, text, or voicemail. These are all forms of digital communication that are not fully protected, and you do so at the risk of your confidentiality.

**AFTER-HOURS AND CRISIS.** WARNING - I do NOT offer on-call coverage and am not available for phone calls or consults outside of office hours. I promise to do my best to check messages during the work week and will do my best to respond to your call/email/fax within 3 business days, if not sooner.

Because this is a part-time solo practice, staff/resources are limited compared to larger mental health clinics. If you think you may need more access to a psychiatric provider, or could benefit from a treatment setting that has better resources and services - I can gladly provide you alternatives and referrals.

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After business hours and on weekends if you have an urgent clinical crisis:

- Emergencies: Dial 9-1-1
- King County CRISIS CLINIC: 1-866-4-CRISIS (1-866-437- 4747) or (206) 461-3222.
- Care Crisis Response Service: 1-800-584-3578

I observe major holidays and take vacation a few times a year. I will let you know at least 4-6 weeks in advance, so we can plan ahead or discuss short-term coverage solutions.

**OFFICE APPOINTMENTS.** You may have a few initial visits to establish care, identify a mental health diagnosis as a treatment framework, and collaborate on a treatment and wellness plan. These early appointments allows us to build a treatment partnership and see if we are a good fit for ongoing treatment. I do NOT always recommend, refill automatically, or prescribe any medications or make adjustments on your first visit.

- **INTAKE** appointment is up 90 minutes. We review your history, your current issues and strengths, and work together on short-term and long-term goals with treatment. We will discuss the role of medications in your treatment and review together the risks, benefits, side effects and efficacy of these medications. With a first visit, review or request for past records, pertinent lab work, or counseling/therapy referrals are common recommendations.
- **BASIC FOLLOW-UP** appointment is typically up to 25 minutes, follow-up and med check. Review of symptoms, assessments, discuss plan and treatment goals, brief counseling. Refills and referrals can be provided during appointment.
- **EXTENDED FOLLOW-UP** appointment is typically up to 55 minutes, follow-up and med check. Review of symptoms, assessments, discuss plan and treatment goals. Additional time to discuss significant medication adjustments and specific counseling. Refills and referrals can be provided during appointment. Some patients also use this type of appointment to see me for meds + longer counseling or treatment planning.

**FEES.** Like many appointments with other medical specialists, office visits with a psychiatric nurse practitioner are billed based on many factors including factors such as time, complexity, medical issues, acuity, amount of psychiatric intervention or planning, counseling, patient education, etc. As a result, your copay/coinsurance and the length of the appointment can be different for each visit.

There is no charge for routine telephone calls for basic administrative tasks such as scheduling appointments or for billing questions. However, I reserve the right to bill my standard hourly rate (\$200) for extraordinary circumstances, such as coordinating hospitalization, clinical and legal forms, and extensive phone consultations outside of appointments, exceeding 15 minutes per week.

Since you cost-share with your insurance company, I will do my best to estimate your portion, at the time that you check in for your appointment. Despite our best efforts, it is possible that once I get the insurance claim back (usually 2-6 weeks after it is submitted), your cost-share may be higher than originally anticipated.

I will notify you about any unpaid balances due by a monthly mailed and uploaded e-statement. You can settle any balances during your appointment in the office. Prompt payment is always appreciated, and will communicate actively with you if there is a balance over \$200 for more than 3 billing cycles.

**PAYMENTS.** Payment is due at the time of service - this includes any co-pays, co-insurance balances, or other unpaid balances. I accept cash, check, and can take credit cards/HSA cards (Stripe).

Before your first appointment, please check with your insurance whether I am an in-network provider, under YOUR specific plan. It is important that you know what costs to expect regarding co-pays, co-insurance, and/or meeting any deductibles. If your insurance plan offers "out-of-network" coverage, you will need to pay for services directly but I can provide you documentation of payment for services, so you can submit a claim to be directly reimbursed by them.

I am a preferred provider with PREMIER, LIFEWISE, REGENCE, FIRST CHOICE, KAISER HMO AND PPO, and AETNA. Please check my website for current fees/rates for services. If you are privately paying for treatment services, outside of commercial insurance, I offer a prompt payment discount when paid at time of service.

**NO SHOW or LATE CANCEL policy.** Please call or contact me, at least **24 hours** to cancel and/or reschedule. You can also do this through the ONPATIENT portal - via smartphone app or online. You also have the convenience to cancel/reschedule through your reminder email (3 days before) and reminder text (1 day before).

If you do NOT show or do NOT call to cancel/reschedule, you will be charged a standard fee of \$150 for the missed appointment and reserved clinical time. This fee is not covered by your insurance. For any unexpected medical or personal emergencies, please contact me - even if it's under the 24 hours. I will do my best to work with you to reschedule a make-up appointment within the week to waive the no show/late cancel fee. If you have no-showed for more than 3 appointments, you will be at risk of treatment termination.

**SERVICE DISCLAIMERS:** If you are on a controlled substance such as a benzodiazepine (e.g. Klonopin, Ativan, Xanax, Ambien) or stimulant (e.g. Adderall, Ritalin), please be aware that there is NO guarantee that I will refill these. In the case of benzodiazepines and hypnotics, this class of medications have been shown in the research to be harmful for your health and increase your risk for permanent damage to your memory, esp with chronic long-term use. We can openly discuss your options, including a slow and safe taper, while exploring alternatives.

If you are seeking immediate assistance with short-term or long-term disability forms, please be aware that I cannot assist you with these forms, especially if you are brand-new in treatment with me. These types of specialized assessments require an established and long-term therapeutic relationship with an ongoing or actively treating provider.

I do not refill medications, provided by other medical doctors for non-psychiatric medical conditions, including muscle relaxers or opioid pain medications. I am not legally and clinically allowed to provide refills for non-psychiatric medications.

**REFILLS.** Medication prescriptions should be requested and refilled during your appointments. This allows me to have a meaningful dialogue with you on its effectiveness, and any potential side effects, issues, or interactions you may have. It is my professional duty as your provider to check on your treatment progress and medication effects with you.

Keep an eye on your supply and dosage amount to avoid running out before your next appointment. If you cancel your appointment and run low or out of your medications, without notifying me directly and rescheduling in a timely fashion - your refill request may be charged my standard refill fee of \$50 per medication. If I haven't met with you in over 3 months, I will be unable to refill your meds without a med check visit.

Please allow up to **2-3 BUSINESS DAYS** - if I am in the office, I am able to typically take care of this by end of day, however I am in the office only 3 days per week. Don't hesitate to remind me, if you haven't heard from me in this timeframe.

### **COLLECTIONS EFFORTS:**

If an unpaid visit balance remains after 60 days, you may receive a series of reminders by phone, email, and letters to notify you of unpaid balances before I involve a collections agency. Billing issues happen - just keep me updated and I will work with you. However if I have not heard from you during this period, please be aware that you will receive a certified letter notifying you of the risk of termination from the practice due to non-payment.

You have the convenient option to pay for your balance online, through the patient portal. If you believe that there is an error in the billing, please let me know as soon as possible so we can research the issue and work together with you to resolve it.

### **DISMISSAL/TERMINATION OF CARE:**

It is your right to terminate your relationship with me, for any reason. I will be happy to provide any treatment records to your new provider or treatment setting, with a signed ROI (release of information). Once you terminate your treatment relationship with me, I will no longer be able to provide care or refills for you.

I may also terminate the treatment relationship with you in a few specific cases, including but not limited to

- 1) Being rude or belligerent to me, or any administrative/billing staff,
- 2) Repeatedly missing your scheduled appointments (3 missed appointments - no shows/late cancels),
- 3) Non-payment of visit balances for over 60-90 days
- 4) Abusing/overusing/selling medications prescribed to you
- 5) "Doctor shopping" - meeting with other prescribing provider(s) without advanced disclosure and obtaining a prescription - which is unsafe with multiple providers prescribing for similar purposes. If you are looking for a second opinion, please just keep me in the loop!
- 6) non-compliance with our therapeutic TREATMENT plan.

If your psychiatric treatment would be better served clinically by a higher level of care (e.g. intensive outpatient, inpatient, drug rehabilitation, or community mental health program) or I recommend you transfer your treatment and care to a different specialist or provider (e.g. Geriatric psychiatrist, neuropsychologist, rTMS center), I will communicate with you my clinical recommendations as part of your treatment plan.

**PRIVACY AND CONFIDENTIALITY.** Information discussed during the course of psychiatric treatment is confidential unless you provide written consent to disclose or share this information. By law, information concerning your treatment may be released only with your explicit consent (written or verbal) of the person treated (or the person's guardian if applicable). You can review the HIPAA Privacy Form included in your ONPATIENT intake packet and is also available for review, online at [www.mindfulcathy.com](http://www.mindfulcathy.com)

I maintain strong ethical standards of privacy and confidentiality of your health and treatment record. I often will double-check and review with you any potential disclosures, so you feel informed about what explicitly is being requested, shared, and disclosed. For example, insurance companies and third-party evaluators, other mental health providers, hospitals, primary care providers are just a few sources where I receive records request.

As a mandated reporter, **there are legal exceptions to this confidentiality:**

- Suspected abuse or active neglect of an infant/child/adolescent,
- Suspected abuse or active neglect of a developmentally disabled person
- Suspected abuse of a dependent adult, including seniors
- Suicidal or self-harm behaviors that require immediate medical attention,
- Harmful behaviors towards others - threatening harm to another specific individual, with or without a specific plan, means, or intent - I have the duty to inform law enforcement and the potential victim/individual as a mandated reporter to safeguard the safety and life of the identified individual.
- To collaborate care with another treating provider (Emergency Room, PCP, therapist, or other psychiatric provider) in urgent clinical situations, and
- For confidential case consultation with supervisor/psychiatrist/ARNP
- When legally required by court order.

In these instances I am required to report to the appropriate authorities (e.g. law enforcement, APS, CPS, etc). In addition, the courts may subpoena your treatment records, under certain circumstances. Any type of release of confidential treatment information will be discussed with you, if I receive an official request from an outside source.

Mindful Cathy private practice office and the medical software that is used are compliant with the Health Insurance Portability and Accountability Act (HIPAA), a federal law that provides privacy protections and patient rights with regard to personal health care information (PHI). HIPAA requires that we provide you with a Notice of Privacy Practices. This Notice, which is attached to this agreement, explains HIPAA in detail and its application to your personal health care information.

Thank you so much for your time and patience - I am looking forward to working together with you.