



I. Treatment and Privacy Policies

1. Our Commitment

At Impireum®, we are committed to providing high-quality mental health care while maintaining transparency and compliance with all applicable laws and regulations. The following policies outline our practices regarding patient treatment, privacy, and administrative procedures.

Impireum may require in-person visits as part of ongoing care, medication management, or compliance with telehealth and insurance regulations. Patients are encouraged to review the latest version of these policies at <https://impireum.com/policies/> for full details.

1.1 HIPAA Privacy and Patient Health Information

1.1.2 Use of Health Records

As part of providing healthcare services, Impireum® (the Practice) originates and maintains health records that describe patients' health history, symptoms, examination and test results, diagnosis, treatment, and plans for future care. This information serves the following purposes:

- a. **Care Planning:** Forms the basis for planning patient care and treatment
- b. **Professional Communication:** Facilitates communication among health professionals involved in patient care
- c. **Billing Documentation:** Provides information for applying diagnosis and treatment to billing procedures
- d. **Insurance Verification:** Enables third-party payers to verify that billed services were provided
- e. **Quality Assurance:** Serves as a tool for routine healthcare operations, such as assessing quality and reviewing provider competence

1.1.3 Protected Health Information (PHI) Disclosure

Patient Protected Health Information (PHI) may be disclosed to other covered entities as part of care and treatment. Patients receive a copy of our Notice of Privacy Practices within 48 hours of their first visit, which provides a complete description of information uses and disclosures.

1.1.4 Patient Privacy Rights

Patients have the following rights regarding their health information:

- a. The right to review our Notice of Information Practices



- b. The right to receive updates when our privacy notice and practices change
- c. The right to object to the use of health information for directory purposes
- d. The right to request restrictions on how PHI is used or disclosed for treatment, payment, or healthcare operations (though we are not legally required to agree to all restrictions)
- e. The right to revoke consent in writing at any time, except where we have already acted based on prior consent

1.2 Treatment Policies

1.2.1 Medical Treatment Authorization

Impireum Psychiatric Group® provides medical treatment to patients who have authorized such care. Our treatment policies include:

- a. **Insurance Filing:** We file insurance claims on behalf of patients to cover the care they receive
- b. **Medical Records Sharing:** We send medical record information to insurance companies as needed for coverage
- c. **Financial Responsibility:** Patients are responsible for:
 - I. Paying their share of costs as determined by insurance coverage
 - II. The full cost of services if insurance does not pay or if they do not have insurance
- d. **Billing Communication:** We provide e-invoicing through our patient portal as our standard billing method
- e. **Patient Rights:** Patients maintain the right to:
 - I. Refuse any procedure or treatment
 - II. Discuss all medical treatments with their provider

1.3 Communication Policy

1.3.1 Phone and Text Contact

Impireum Psychiatric Group®, its providers, and automated systems may contact patients via phone (including calls or text messages to cellular phones) regarding:

- a. Services received or planned
- b. Billing items
- c. Appointment reminders

1.4 Child Custody and Minor Patient Policy

To ensure proper authorization and compliance with legal requirements:



1.4.1 Divorce Situations

1. **We require a copy of the Divorce Decree signed by a judge**
2. **The decree must specify which parent has Managing Conservatory privileges for the minor child**

1.4.2 Guardian Requirements

- a. Biological parents or legal guardians must accompany minors to the first initial appointment
 - b. Step-parents may bring minor patients to subsequent appointments only after the biological parent/guardian has signed appropriate consent documentation
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