

# Office Policies & Practice Agreement

## WELCOME

Welcome to my practice. This document contains important information about my professional services and policies, including a summary of the risks, benefits, and alternatives to the treatments I offer. The most up-to-date version of my policies is always available for review at [frazeeemd.com/policies](http://frazeeemd.com/policies).

## PROFESSIONAL BACKGROUND

I am a licensed physician, Board-certified psychiatrist, and psychoanalyst. I graduated from the University of Texas with a degree in neurobiology, attended Baylor College of Medicine for my medical doctorate, and then completed four years of supervised clinical practice in the psychiatry residency program at Oregon Health & Science University. After residency, I underwent five years of additional advanced training at the Oregon Psychoanalytic Institute, becoming a certified psychoanalyst. I am now a member of the faculty at the Institute, where I teach classes on therapy and psychoanalysis.

## TREATMENT PHILOSOPHY

I am a psychoanalytically-oriented psychiatrist. My approach focuses on understanding who you are as an individual by providing a safe environment in which to collaboratively explore your emotional experiences, life history, and relationships, including our therapy relationship itself. By working together to deepen your self-understanding, I hope to help you achieve meaningful, lasting change.

## CONSULTATION

We will begin with a consultation, lasting 2-3 visits. During this time, I hope to learn about your physical & mental health, goals for treatment, and life history. The consultation also serves as an opportunity for you to assess whether or not I am the right fit for you as a therapist. At the end of the consultation, if we agree that beginning treatment together is the best course of action, we will establish a plan to meet regularly for psychotherapy one or more times per week. In some cases, I may instead recommend a form of treatment that is outside the scope of my own practice, in which case I will provide a referral.

## PSYCHOTHERAPY

Psychoanalytic psychotherapy and psychoanalysis are the principal treatments that I offer. In sessions, I encourage patients to say whatever comes to mind, with as little censorship as possible. My role is to listen carefully, and to help you discover important patterns and connections, bring to light unconscious mental processes, and probe the dynamics of our patient-therapist relationship.

This type of therapy requires frequent and consistent sessions in order to be fully effective, and, as such, I ask my patients to commit to a fixed weekly appointment time (or multiple times for higher intensity treatments). I do not offer treatments conducted on less than a weekly basis. Though some treatments can be completed within a few months, most are more long term. It can be difficult to predict the final duration, as a person's initial complaints often give way only to reveal deeper complexities.

Psychoanalytic psychotherapy is not without risks. Patients in this type of therapy often feel worse before they feel better. This is due to the insight-oriented nature of the work, which brings to light issues that may be painful to examine. You may become aware of discontentments, internal conflicts, and anxieties that previously resided comfortably in the background. Bringing these issues into conscious awareness ultimately facilitates positive changes, but the process is often slow and challenging.

Psychoanalytic therapy is not the right fit for everyone. Those most likely to benefit are introspective, open-minded, and motivated to improve themselves. Patients heavily abusing substances or requiring powerful psychiatric medication regimens may have difficulty engaging in productive psychoanalytic work, as these substances mask or distort the emotions that need to be explored in order to progress.

Alternatives to psychoanalytic therapy include behaviorally-oriented psychotherapies, such as cognitive behavioral therapy, dialectical behavioral therapy, and acceptance & commitment therapy. These therapies are generally more structured and directive, often with set topics for sessions, specific skills to be learned, homework assignments, and frequent feedback from the therapist. Typically, there is greater focus on monitoring and mitigating specific symptoms, as opposed to addressing the underlying causes of distress in terms of past experiences and unconscious processes. Courses of behaviorally-oriented therapy tend to be shorter in duration, often with a fixed number of sessions established at the outset. I do not offer behaviorally-oriented psychotherapy, but there are many such therapists in the community.

## MEDICATION

Though I regard psychotherapy and psychoanalysis as the best modality to achieve lasting change, medication can also be an important and effective component of mental health care for many people. I am happy to explore medication treatment options with my patients, however, please be aware:

- I do not prescribe medications until after the consultation phase (the first 2-3 visits).
- I only prescribe medications for patients whom I also see for psychotherapy, which involves a commitment to appointments on at least a weekly basis.
- I am particularly cautious regarding controlled substances (e.g., stimulants and benzodiazepines, such as Ritalin, Adderall, Xanax, Valium, Ativan, and Klonopin), as I believe the risks of these medications often outweigh the benefits.

Please do not allow yourself run out of medication. It is your responsibility to request a refill with sufficient advance notice ( $\geq 3$  business days). I do not process refill requests on weekends or holidays. Please request refills directly with your pharmacy, who will then submit the request to me electronically.

As your psychiatrist, I expect to be the primary prescriber of your psychiatric medications, unless we have specifically discussed a different arrangement. If another provider wishes to prescribe a medication or other treatment for your mental health, ask them to discuss it with me first. Please ensure that all of your medical providers have a complete list of the medications and supplements that you are taking.

## PROFESSIONAL FEES

If you have private health insurance, I am happy to bill them directly. I also accept self-pay. I do not bill Medicare or Medicaid. I am an in-network physician provider with Blue Cross Blue Shield, Pacific Source, Moda Health, and First Choice Health. Claims submitted to other insurance plans will be processed as out-of-network. Coverage can differ greatly from one policy to another, so I encourage you to contact your insurance provider to determine coverage details. I cannot guarantee what services your insurance will cover, and you are ultimately responsible for all charges.

My fee schedule can be found on [frazee.md.com/finances](http://frazee.md.com/finances). For self-pay patients, fees are payable in full at the time of service. If you are using insurance, I will provide you with a bill for copays, deductibles, coinsurance, and any non-covered charges on a monthly basis. I accept cash, check, ACH transfer, and all major credit cards. A 3% surcharge is added to credit card payments to cover processing fees. Professional services rendered outside of scheduled office visits, such as exchanges by phone or email, drafting of letters, reports, or other paperwork (excluding my own medical records), or consultation

provided to other professionals involved in your care will be billed at a rate of \$75 per 15 minutes, rounded down to the nearest 15 minute increment for the total time spent providing all such services during a given billing cycle (monthly). There is no fee if the total time devoted to such services during the billing cycle is less than 15 minutes, which is typically the case for most patients. These services are not covered by insurance, and will thus be billed to you directly. In some cases, my fee policies may be modified or superseded as required by the terms of my contract with your insurance provider.

#### CANCELLATIONS, RESCHEDULING & LATE ARRIVALS

Once established, your regular weekly appointment time(s) will be reserved for you on a recurring basis unless explicitly canceled or rescheduled. There will be a charge of \$200 per appointment that is missed or canceled with less than 24 hours notice, regardless of the reason for cancellation. If at least 24 hours notice is given, you may cancel up to 15% of appointments (approximately 8 weeks per year) with no charge. There will be a charge of \$200 per appointment canceled in excess of this 15% no-charge cancellation limit, regardless of notice. Appointments that are rescheduled such that there is no reduction in the number of sessions will not be counted as cancellations, though there will be a charge of \$50 if the request to reschedule was submitted less than 24 hours before the original appointment. I am not able to guarantee that I will have alternative appointment times available, and if a session cannot be successfully rescheduled, it will be considered a cancellation. If you arrive late, we must still end at the scheduled time; if the shorter session results in lower insurance reimbursement, you may be billed for the difference, up to \$200. The above charges are not covered by insurance, and will thus be billed to you directly.

#### PHONE & EMERGENCY PROCEDURES

For urgent matters, please leave me a voicemail message, and I will do my best to get back to you as soon as possible. As a solo practitioner, I cannot provide emergency services. In case of emergency, call 911 or the Multnomah County Crisis Line (503-988-4888), or present to the nearest Emergency Room.

#### SCOPE OF PRACTICE

There are a number of specific services that I do not offer, including:

- ADHD assessments
- Disability assessments
- Forensic evaluations
- Diagnosis/treatment of non-psychiatric medical conditions
- Assessments for an employer or school
- Psychological/neuropsychological testing
- Medical management of substance dependence/withdrawal

#### OFFICE ENVIRONMENT

To maintain a safe, clean, and comfortable environment, the following are not permitted:

- Weapons
- Eating
- Smoking/vaping
- Animals (except trained service animals required due to a disability)

Signing below indicates that you understand and agree to all the above policies. These policies are subject to change - the most up-to-date version is always available at [frazee.md.com/policies](http://frazee.md.com/policies).

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Patient name (printed)

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Patient signature

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Date