



WELCOME TO BRAVE HEALTH

Patient Handbook

BRAVE HEALTH[™]

Table of Contents

What to Expect from Brave Health	1
Virtual Mental Health Care	1
Hours of Service	2
Ethics and Protocols	2
Quality	2
What Brave Health Expects of You	2
Appointment Scheduling and Cancellations:	3
Billing and Insurance	4
Communication	4
For Patients' Legal Guardians	4
Adult patients who are not their own legal guardian	4
Patients under 18	4
For Patients who Receive Psychiatric Medications	4
Policies and Procedures: Controlled Substances	4
Splitting Care	5
Policies and Procedures: Splitting Care	5
Medication Refill Requests:	5
Overdose Prevention Notice	5
Laboratory and Other Testing:	6
Fluid Drug Screening and Breathalyzer Consent	6
Medication Safety	6
Patient Rights	6
Requesting Documentation	7
Advanced Directives	7
HIV/AIDS Education, Prevention & Testing	7

What to Expect from Brave Health

Virtual Mental Health Care

Brave Health is a virtual mental health provider dedicated to helping people thrive by engaging them in high-quality, easily accessible mental health care.

We know that one size doesn't fit all regarding your health. We work with each individual to create a customized treatment plan that may include telehealth-enabled counseling, therapy, psychiatry, and medication management. We treat various conditions across the spectrum of mental health and substance use disorders. Our programs are evidence-based, drawing on approaches to treatment that are clinically proven to be effective.

Hours of Service

You can reach the Brave Health team from 8:30 AM to 6:00 PM Eastern time Monday through Friday by calling or texting 305-902-6347

If you have a concern outside of business hours, you can leave a message and a member of our team will contact you within one (1) business day.

If you experience an emergency, such as suicidal thoughts, thoughts of harming yourself or another, or a drug reaction, call 911 or go to the emergency room immediately. If you experience a mental health crisis, call the Suicide and Crisis Lifeline at 988.

Ethics and Protocols

Brave Health employees operate under a code of ethical standards. These standards guide the patient/employee relationship and professional behavior; while serving to protect the patient's welfare. Brave Health does not utilize seclusion or restraints (physical or chemical) in its programs.

Brave Health Providers shall adhere to the statutory requirements for reporting abuse, neglect, and deaths of children under applicable federal and local laws.

Quality

Brave Health strives to improve our services. As part of this process, Brave Health conducts supervisory quality reviews, risk management reviews, and other quality assurance reviews. Patient data may be gathered and analyzed by Brave Health to improve services. Any patient data will not be identifiable in reports or articles published. Any reports containing identifiable information require a patient's written consent.

Patients have the right to provide informed consent before participating in any formal research studies. The Informed Consent Form will include at least the background on the research, the risk or benefit to the patient, and any procedures that would be required. Patients may refuse to participate or withdraw their consent, which will not result in any loss of services to which patients are otherwise entitled.

What Brave Health Expects of You

As a patient, you and those involved in your care at Brave are expected to:

- Read, understand and obey the program rules.
- Provide complete information regarding any past or present treatment, including all counseling/therapy, medications and hospitalizations.
- Inform staff of any medications being taken.
- Inform the provider if anyone else is present during the session and if so, their identity.
- Provide accurate and timely information such as photo ID, telephone number, and insurance information.
- Actively participate in the treatment planning and counseling process
- Attend scheduled appointments. Please cancel at least 24 hours in advance if you cannot attend. Failure to cancel 24 hours in advance may result in a \$50 no-show charge.
- Pay assessed fees as agreed on time.
- If needed for your treatment, provide a fluid or breath sample for fluid screening or breathalyzer upon request.
- Always maintain the confidentiality of the program and other patients.
- Refrain from possessing or using weapons with said weapons to be defined by staff.
- Refrain from illegal activity.
- Refrain from the use of any illicit drugs, alcohol misuse, other substances or medications not approved by staff.
- Refrain from violent or abusive behavior towards other patients and staff, such as physical or verbal threats and acts.
- Refrain from discriminatory, harassing, or disrespectful language toward other patients or staff.
- Refrain from recording sessions.
- Refrain from driving or operating machinery during the session.
- Refrain from medications not prescribed.
- Wear appropriate clothing for the duration of the session.

If you cannot abide by these expectations, this may result in discharge from care.

Appointment Scheduling and Cancellations:

Brave Health strives to schedule patients as quickly as possible. We know it can be challenging to access mental health services. We want to make it easier for everyone.

When we schedule your appointment, please plan to be there. Please let us know if you cannot be there as soon as possible. Then we can offer the appointment to another patient.

You may schedule a same-day appointment in certain circumstances, subject to availability.

Last-minute cancellations delay care for everyone. Appointments canceled without 24-hour notice may cost up to \$50. No shows may result in a fee of up to \$50. If you arrive late to your appointment, you may need to reschedule and pay a fee of up to \$50.

Complying with your treatment plan is essential. Your services may be discontinued if you do not attend appointments consistently.

Billing and Insurance

You are responsible for understanding your insurance coverage. If you have health insurance, you must provide insurance information to Brave Health.

Brave Health will charge insurance for the services you receive. You are responsible for all patient balances, which include but are not limited to co-pays, co-insurance, deductibles, billing charges, late or no-show charges, laboratory or other testing, and emergency transportation.

A charge for psychotherapy and a medication management billing code may appear on your billing statement. Psychotherapy is a standard of care utilized by our providers. When necessary, the psychotherapy add-on code may be used by Brave Health, which is needed for the medication providers to record the psychotherapy services provided in session.

Communication

Brave Health uses electronic communication. By participating in our services, you agree to receive communication virtually, via email and cell phone. Standard rates from your wireless carrier may apply. Statements, billing information, records requests, appointment reminders, discharge notifications, and other correspondence will be shared digitally.

For Patients' Legal Guardians

Adult patients who are not their legal guardian

Legal guardians must attend all appointments with adult patients who are not their own legal guardians for treatment unless exceptions have been approved before the appointment.

Patients under 18

Legal guardians for patients under 18 must consent to treatment for the minor. The legal guardian must attend all appointments for medication management or be reachable during the appointment, unless exceptions have been approved before the appointment.

For Patients who Receive Psychiatric Medications

Policies and Procedures: Controlled Substances

Brave Health does not prescribe controlled substances. Controlled substances include but are not limited to benzodiazepines such as Xanax, Valium, and Klonopin; stimulants such as Adderall and Vyvanse.

Splitting Care

Brave Health patients are not permitted to receive psychiatric medications from external providers without approval from Administration. If approval is received, we require a Release of Information allowing Brave Health to communicate with the external provider.

Policies and Procedures: Splitting Care

Patients who continue to receive psychiatric medication management from their primary care physician can transfer their mental health treatment to Brave Health anytime. Brave Health does not prescribe benzodiazepines and stimulants. Patients must be off those medications before enrolling in medication management with Brave Health.

Patients beginning therapy with Brave Health that are continuing psychiatric medication management from their Primary Care Provider may undergo a full psychiatric evaluation (approximately one hour) with a Brave Health psychiatrist at any time, when requested.

Medication Refill Requests:

Refill authorizations can take up to five (5) business days. Your provider may require an appointment before processing the refill.

Controlled medication refills will not be authorized more than three (3) days before they are due for a refill. Some controlled medications may not be refilled without first seeing a provider.

If you have questions regarding early refills or what medications may or may not be able to be refilled without being seen, please ask your provider.

Overdose Prevention Notice

- Any patients who participate in Medication Assisted Treatment (MAT) services for opioid use disorder should be aware of an increased risk of overdose.

- Participating in this type of treatment program can reduce your tolerance for opioids and increase your risk of overdose.
- The risk may depend on the medications used.
- For example, a patient is prescribed buprenorphine, Suboxone, or a similar medication. If the patient stops taking these medications and uses opioids again, their tolerance for opioids will be lower. This patient has an increased risk of overdose and death.
- Naloxone, sometimes referred to as Narcan, is a medication that rapidly reverses opioid overdose. Naloxone binds to the opioid receptors, which reverses and blocks the effects of all other opioids. This medication can restore normal breathing for someone overdosing on opioids such as pain medications or heroin. It is a life-saving tool that is available broadly. Naloxone should be kept on hand, especially by those who use opioids, previously used opioids, or have loved ones who abuse opioids.
- Naloxone may be available at your pharmacy without a prescription. Naloxone is covered under all insurances, but some may require a co-pay.
- Resources for assistance with finding Naloxone include:
 - <https://www.narcan.com/>
 - <https://www.naloxoneforall.org/statefinder>
- Additional resources can be found at
 - <https://bebravehealth.com/patients/patient-resources/>
 - <https://www.samhsa.gov/medication-assisted-treatment/medications-counseling-related-conditions/naloxone>

Laboratory and Other Testing:

Your provider may request that you complete laboratory tests before taking certain medications. Laboratory tests may include, but are not limited to saliva, hair follicle, urine, blood serum, electrocardiograms, psychological testing, genomic testing, and others.

Laboratory testing fees are your responsibility. Suppose your insurance plan will not cover laboratory, psychological, or other testing costs. In that case, you will be responsible for all costs incurred.

Fluid Drug Screening and Breathalyzer Consent

Based on my treatment plan, I understand that my provider may request drug screening. If such is requested, I agree to provide or comply with any requests made by Brave Health for fluid drug screening or breathalyzer screenings. I understand that not providing such may impact my ability to receive medication management services.

I understand that the results of such a screening will not be used as the sole basis for treatment decisions or termination from treatment.

Medication Safety

Store medications safely and securely. Keep them out of the reach of anyone else. Dispose of them safely if you no longer need them.

The national, toll-free Poison Help line, 1-800-222-1222, connects you to your local poison center and is your resource for help in a poisoning emergency.

Patient Rights

As a patient of Brave Health, I understand I have the right to:

- Response to inquiries within one (1) business day
- Access to my records
- Individual Dignity
- Nondiscriminatory Services
- Quality and Competent Services
- Least restrictive level of care
- Competent and timely treatment
- Refusal of Treatment
- Be assigned a Primary Clinician
- Request a change be considered to a treatment member involved in services if there is a negative impact on therapeutic relations
- Participate in treatment planning and decisions
- Care and Custody of personal effects
- Education
- Confidentiality of individual records
- Counsel
- Habeas Corpus
- Liability and Immunity
- Individual records
- Privacy is consistent with the need for safety, and no sessions are recorded
- Freedom from neglect, physical or psychological abuse, financial or other exploitation, humiliation, or any form of corporal punishment
- A second opinion of a consultant at the patient's expense
- File an Advanced Directive
- File a Grievance

Patients who believe that any of these standards have been violated may file a grievance in writing with their clinician or any staff member. The staff will respond to the grievance with a proposed resolution within three (3) working days. Additionally, complaints may be filed with the State. A patient will not be penalized in any way for asserting rights or complaining about any misconduct on the part of Brave Health or its staff.

Requesting Documentation

Any requested documentation should be shared with us. Our team will review the forms and schedule the next steps.

We do not fill out every type of form, in which case you will be informed. We may charge a fee for any forms not completed during an office visit. The fee will vary regarding the type and length of the form, which must be paid in advance.

Advanced Directives

Patients with an advanced directive can submit a copy of the document to their provider, which will be included in the medical record. If you wish to develop an advanced directive, you can discuss it further at any time with your clinician. Your provider can assist in obtaining further resources.

Individuals with questions regarding legal decision-making authority should discuss with their provider to explore the rules in your State.

HIV/AIDS Education, Prevention & Testing

I understand that Brave Health may ask me to complete a confidential individual HIV risk screening. I understand that I may be referred to services as appropriate. I understand that confidential HIV testing is per Brave Health policy and that I may opt out of HIV screening.