



GT HEALTHCARE
Mental Health & Family Medicine

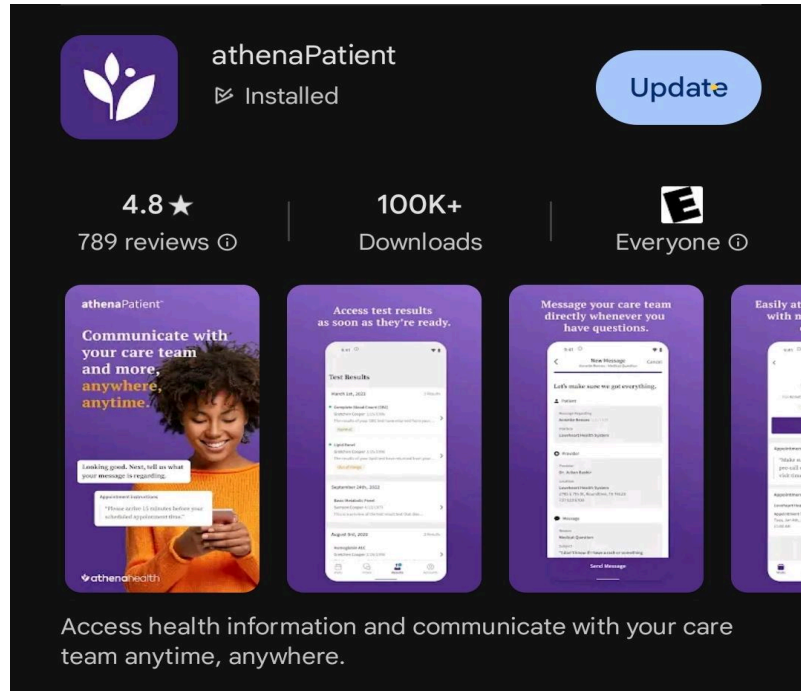
New Patient Handbook

Version July 2024

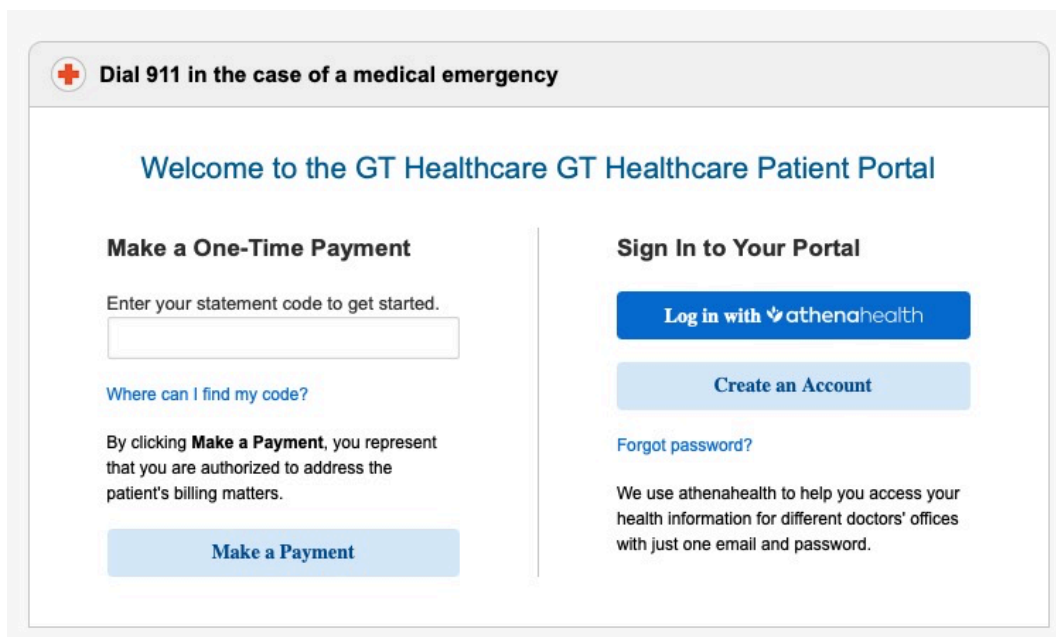
Thank you for choosing GT Healthcare. We realize that you have choices in who to partner with for your care, and we are honored to be a part of your journey. Our mission is to provide high quality compassionate care throughout California in the areas of Therapy, Psychiatry, Family Medicine, and Nutrition. We do so using online Tele-services, so that you have fast and easy access from the comfort of your home, or from anywhere that you happen to be. Our office phone number is available for call or text at 619-547-1856, or visit our website at www.gthealthcare.org.

Interacting with GT Healthcare

The best way to facilitate all of your interactions with us, is via our mobile app or our online patient portal. To get the mobile app, go to the Apple Store, or the Google Play Store, and look for the athenaPatient App.



To use the online patient portal, go to <http://28201.portal.athenahealth.com>



Your First Appointment

Prior to your first appointment, we require a New Patient Orientation phone call. You can call into our office at any time prior to the day of your appointment at 619-547-1856 to complete this or expect to receive a call from us at least one day prior to your appointment.

This phone call is 20 minutes or less, and is not billable to you. It is simply a way to ensure that we have everything needed prior to the day of the appointment, and for us both to know that the technology is fully functional. It ensures that your first encounter with your chosen provider is 100% dedicated to your care. We try to schedule this orientation at a time convenient to you.

If you have already scheduled your initial appointment, and it is within 24 hours please call into the office as early as possible to conduct this phone call prior to your appointment. If unable to do this in advance of your appointment time - please log into the visit 20 minutes earlier than the scheduled appointment time.

Optimal Ongoing Appointments

Our systems use multiple tools to ensure you are informed about upcoming appointments, needed forms, and the check-in process. Here is a summary of what you should expect for both initial and returning appointments:

There are 3 (three) components of a confirmed appointment:

1. The scheduling component which sets a proposed date and time. You should receive an acknowledgement of this step shortly after making the appointment.
2. The check-in process: This is completed via athena portal or Athena Patient App. This is the only step which fully confirms the appointment. You can check-in as early as 7 days in advance, but our policy is that you must check-in no later than 48 hours before your appointment so that your date/time is preserved, and so that every minute of your appointment is spent with your provider.

Just like going to the doctor in person, there are forms which are associated with every appointment that need to be completed. Clinical care requirements drive these needs. In most cases they take no more than a couple of minutes to complete/re-affirm.

We have streamlined reminder messages sent to you, but the earlier self check in is completed, the fewer reminders that will be received, and you will avoid rescheduling and more urgent messages and calls.

Our system allows you to check-in as early as 7 days before your appointment. However, if check-in is not completed 48 hours prior to an appointment, we reserve the right to reschedule that appointment. Please help make your experience optimal by checking in at the earliest opportunity, and by responding promptly to messages.

Changes, Cancellations, and No-Shows

Life happens, and there may be a time when you simply cannot keep your scheduled appointment. If that happens, please contact us as early as possible to reschedule your appointment. Canceling or rescheduling less than 24 hours before your appointment will incur a charge. Simply not showing up for your appointment will also incur a charge.

You can cancel, reschedule, or notify us of other changes 24X7 using the App or the Patient Portal. You can also call or text us at 619-547-1856. Check out our website at www.gthealthcare.org

Crisis and Emergencies

Regardless of the date and time of your last or next appointment, if you have a medical or mental health emergency, you should contact the appropriate resource below. Please do not send emergent or crisis communications to our office via the portal, app, email, or voicemail.

Emergency Medical Services: 911

National Suicide Prevention Lifeline: 1-800-273-TALK (8255)

Crisis Text Line: Text 741-741

Suicide Crisis Line: 988

Chat [988lifeline.org](https://www.988lifeline.org)

Changing my Provider

We recognize that across healthcare, and particularly in the area of Mental Health, there needs to be a good fit between you and your provider. If your initial choice was not a good fit, no problem. You are free to select another one of our providers for your next appointment. Just let us know via the portal, the app, or by calling or texting us, and we will make the switch seamless to you.

In cases where you are joining us from a provider outside of GT Healthcare, and need your records securely transferred, please have records sent to office@gthealthcare.org or faxed to 833-471-4891

Medications

GT Healthcare does not prescribe or authorize refills without first seeing you as a patient. If you are currently taking prescribed medications, and want to ensure continuity, please be aware that you must be seen as a patient first.

Contacting GT Healthcare

Office Hours	Mon-Fri 9am-6pm
Write to Us	1968 S Coast Highway #634, Laguna Beach, CA, 92651
Call or Text Us	1-619-547-1856
Website	www.gthealthcare.org
Mobile App	Google Play Store or Apple Store
Patient Portal	https://28201.portal.athenahealth.com/
Instagram	@gthealthcare
Facebook	GT Healthcare

Technical Requirements

For your telehealth appointments, a robust and stable internet connection is required. Our preferred web browser is the current version of Google Chrome on desktop, tablets, and mobile devices.

For the patient portal, in addition to Chrome, Athena also supports the latest version of Safari, and Samsung Internet Browser.

Consent for Services

Scheduling Services: All services can be scheduled via the patient portal, phone, or text message at 619-547-1856 or by scheduling online at www.gthealthcare.org. If you schedule an appointment or communicate with GT Healthcare via email, you are consenting for GT Healthcare to respond to your email using the same method, even if you have not completed the email and text consent you will receive in conjunction with this Agreement.

Insurance Coverage: We are currently in network with most Aetna, Cigna, United Healthcare policies. Please refer to your insurance company to confirm that GT Healthcare is in network with your specific plan prior to your appointment. GT Healthcare cannot confirm eligibility and benefits until after a bill is submitted to insurance. If GT Healthcare becomes aware of out of network status, our office staff will notify you to confirm with your insurance. GT Healthcare does on a case by case basis form single case agreements, and accepts out of network benefits.

Good Faith Estimate : Additional services may be offered, and pricing will be provided prior to the time of service. Please contact the office for the most accurate pricing.

Psych/Medical New Patient: \$250

Psych/Medical Returning Patient: \$160

Cognitive Testing: \$150

Therapy (1 hour session): \$175

Family Therapy (1 hour session): \$200

Nutrition New Patient (1 hour session): \$160

Nutrition Follow up (30 minutes): \$120

Additional Services and fees :

Disability forms: \$150

Letters: \$45

Medical Record Copy: \$0.25 per page

Insufficient funds: \$30

No Show + Late Cancellation Fee: \$45

Services: By scheduling an appointment with us, you agree to receive online telemedicine services from GT Healthcare. You understand the risks, benefits, and alternatives of receiving these services and have had the opportunity to ask questions.

Payment Methods: You understand and agree that payment for services must be made 24 hours prior to the time of service or the appointment may be rescheduled. GT Healthcare accepts payment in the form of credit card, debit card, HSA and more. If GT Healthcare is out of network for your insurance, GT Healthcare will submit an out-of-network claim on your behalf, but you must be prepared to pay in full for your appointment at the time of service or once a bill becomes due.

Cancellation Policy: You understand that your appointment must be canceled at least 24 hours in advance via patient portal, text message, or phone call. If the appointment is canceled less than 24 hours prior to appointment time a late cancellation fee will be assessed per our policy.

No show policy: If an appointment is missed without any advance notice you will be responsible for the full self pay amount of the visit. After 2 no show visits GT Healthcare may cancel future appointments and refer you to another office.

Confidentiality and Compliance: GT Healthcare will take appropriate precautions to keep your health information confidential and will not disclose it without your consent. You are also protected under the provisions of the federal Health Insurance Portability and Accountability Act (HIPAA) and any other applicable federal and state laws related to the protection of patient information, including but not limited to Public Health Law § 18.

There are certain exceptions to when your confidential information would not be

protected such as if GT Healthcare believes that you will harm yourself or another person or are neglecting or abusing a child or a vulnerable adult.

Waiver of Liability: By signing this Agreement, you agree to waive, release, and discharge GT Healthcare from any and all liability, including, without limitation, any injuries that may occur during the provision of services under this Agreement.