

**DANIEL E. ESLINGER, PMHNP**

**135 SE First Street, Pendleton, OR 97801**

**PHONE: 541-278-2222    FAX: 541-276-8405**

Daniel Eslinger, PMHNP is a nurse practitioner who specializes in mental health/psychiatric services. He is licensed by the Oregon Board of Nursing and Washington State Board of Nursing. He received a Masters Degree and Post Masters Certification as a Psychiatric Mental Health Nurse Practitioner (PMHNP) from Oregon Health Sciences University in December, 1993. He is a member of the American Academy of Nurse Practitioners. As a PMHNP, Mr. Eslinger is able to provide a broad range of services including psychiatric evaluations and diagnosing of mental health illnesses, prescribing of psychotropic medications, medication management, consultation and counseling for individuals, groups, and/or families across the life span. Mr. Eslinger also has experience in providing addiction treatment services. Mr. Eslinger shares office space, reception, and billing services with other mental health professionals, known collectively as Psychological Services of Pendleton, LLC.

**Treatment:** Mr. Eslinger does not offer a specific style or form of treatment in a generic manner. He believes that each person must be evaluated as a whole person, not just a collection of diagnoses. If there is evidence a medical condition may be impacting your mental health, Mr. Eslinger will offer assistance in referral to a provider and will coordinate with any other professionals involved with your treatment. This coordination is essential for your health and progress toward maximum mental health. The type and length of treatment will be tailored to the individual client's needs and may vary considerably over time. You're encouraged to discuss any questions or concerns about your treatment with Mr. Eslinger.

Mr. Eslinger cannot guarantee to "cure" your condition or situation. As with diabetes, there are some conditions that cannot be "cured." However, they can usually be brought under sufficient control for your life to be more enjoyable and meaningful. This will depend on a number of variables the most important of which is your participation and effort in the treatment process. It is important that you follow the treatment plan and take medications consistently, if prescribed, and apply lessons learned in treatment to your everyday life. You may be given assignments to work on at home between sessions, and your ultimate success will depend on how conscientious you are in working on them. Your participation will have a positive influence on the treatment outcomes.

**Prescriptions:** Mr. Eslinger is available for medication prescriptions, evaluation, and monitoring for those clients who need psychotropic medication as part of their treatment. Mr. Eslinger will normally prescribe sufficient supplies of your medications to last until your next session. In the event you run out of medications before your next scheduled session, please check with your pharmacist to see if you have additional refills. If there are no refills, have the PHARMACIST make the request for refills to my office. Normally, refills will not be authorized after hours and will also not be authorized if you have not kept your appointments with Mr. Eslinger as scheduled, as Mr. Eslinger cannot continue to refill prescriptions unless he can meet with you face-to-face to assess how the medications are working. Refill amounts/frequency are based on client safety and standards of practice guidelines, but whenever possible. Please allow up to **5 working days** to process your refill request. Mr. Eslinger will accommodate your financial and insurance considerations that you share with him. Generic and/or name brand only prescriptions may be available.

**Confidentiality:** Client confidentiality is the highest priority as per the law. Mr. Eslinger will not release information without your prior consent with the following 4 exceptions, required by law.

- (1) Information regarding the possible abuse of a minor or elderly person.
- (2) Information that you pose a "clear and imminent" danger to yourself or others.
- (3) Information necessary to assist others in treating you or others in an emergency situation.
- (4) Information necessary for your insurance company to process your claim.

When coordination of care is in your best interest, you will be asked to sign a release granting permission for release of pertinent information. Most often this will be between your primary medical provider or other professionals who may be providing your treatments. Please let Mr. Eslinger now if you have any questions or concerns regarding confidentiality.

**General Office Policies:** Office hours are generally 8 a.m to 6 p.m., Monday - Friday, except holidays. Appointments with Mr. Eslinger are normally available on Monday's only, but emergency sessions may be arranged in the late afternoon Tuesday - Thursday. Occasionally Mr. Eslinger may be late or need to cancel appointments due to illness or other emergencies. In such cases it is important the office staff have a way to contact you to inform you of this change and to set up a new appointment. You may call the office for assistance during regular business hours but in general, client sessions are not interrupted for phone calls. Mr. Eslinger will return your call, if appropriate, as

soon as he can and it may be several hours. Fees are based on the visit or session including all time and expenses involved in addition to the time spent with the client.

**Billing and Insurance Policy:** Many health insurance and management care companies require prior authorization in order for a visit to be covered. Our office will attempt to obtain this pre-authorization with your help before your first visit with Mr. Eslinger. However, most insurance policies do not cover 100% of the visit's cost, and you must pay a percentage of the cost or a co-payment for each session. Mr. Eslinger asks that you bring your portion of the payment to each session. In the event you do not have insurance or are not able to pay your portion of the cost at each appointment, you may negotiate an alternative fee arrangement directly with Mr. Eslinger, but it must be at that session and may only apply to that specific visit.

You will receive a monthly statement from Mr. Eslinger's office that will show the charges for your services for the month, the amount billed to your insurance, any payments received, and/or the cumulative balance owed for your account. Mr. Eslinger does not charge interest on outstanding balances but it is important to avoid large unpaid balances. In those cases where the acceptable payment plan is not being followed, Mr. Eslinger will reluctantly turn your account over to a collection agency. If you have any questions about your account, please call the office at 541-278-2222 during regular business hours.

Mr. Eslinger reserves the right to charge you a fee for not keeping your appointment as scheduled or not notifying him at least **24 hours** prior to the appointment, that you will not be at your scheduled appointment. You will be responsible for paying the fee since your insurance company may not help you with it. The fee will be added to your billing statement and will need to be paid before your next scheduled session.

Fees for missed or late cancel:	First	Grace
	Second	\$25
	Third	\$50
	Forth	Full fee plus a decision made by Daniel Eslinger as to whether he will discontinue patient's treatment and refer to another provider.

**Crises/Emergencies:** Mr. Eslinger provides evaluation, diagnoses and treatment of mental health disorders for clients who are generally stable in his practice. Due to limited availability, he is not able to provide crisis or emergency services through Psychological Services of Pendleton, LLC. If you have a crisis situation that needs immediate attention, you must contact the local crisis line or go to the local emergency room. If, on the other hand, it is a non emergent issue that can wait until you can be seen in the office, then call for an early appointment with Mr. Eslinger.

**Grievances:** Problems with treatment or office procedures should be brought to Mr. Eslinger's attention as soon as possible. Unresolved grievances may be taken to the Oregon State Board of Nursing at 503-731-4745.

I, \_\_\_\_\_, have received a copy of this policy paper to read and follow in my treatment with Mr. Eslinger, PMHNP.

Signature \_\_\_\_\_ Date \_\_\_\_\_

(Revised 7/14/08)

ALL RETURNED CHECKS ARE SUBJECT TO A FEE OF \$25.00