



TEAM Clinic

Welcome to the Time Efficient, Accessible, Multidisciplinary (**TEAM**) Clinic! We're glad you have decided to work with us. To get started please review some key information about the clinic:

OVERVIEW

- Our evaluation and treatment team includes medication prescribers, psychotherapists, medical assistants, and case managers. You will typically meet with the entire team during your new patient evaluation; however, the final say in your treatment plan is a collaborative decision between you and your providers.
- Your initial evaluation will provide an opportunity to discuss your symptoms and mental health needs with our team. Scheduling this evaluation does not necessarily mean you will be a good fit for our treatment program. The evaluating providers will discuss their recommendations for treatment with you which may include treatment at the TEAM clinic or a referral to a different treatment program.
- Our clinic provides time-limited care, aimed at helping patients with their personal goals. As such, clients may receive care in the clinic for **4 months.**
- Following 4 months of active care in our clinic, you can discuss referrals to treatment programs able to provide more specialized or longer-term care if desired.

PAYMENT POLICY

- **Payment Due:** Payments, including co-payments, are required for all in-person and virtual appointments at the time of service.

PAYMENT METHODS

- **MyPennMedicine Self Service Portal:** please utilize the MyPennMedicine self-service portal to make payments prior to your visit.
- **Virtual Link Distribution:** The link for your virtual appointment will be provided only after payment has been received and confirmed.
- **In Person Appointment:** If your appointment is in person, you may also pay at the front desk.
- **Phone Payment:** Please call **215-898-8910**.
- **Non-Payment:** If payment is not received prior to the scheduled appointment time, you will not receive the link necessary to access your virtual link.
- **Forms of Payments not Accepted:** We do not accept American Express, checks, cash or electronic forms of payment such as Apple pay, Venmo, Zell etc.

REQUIRED SURVEYS

- Patients must complete a clinical survey 24 hours prior to the initial intake and then again monthly during treatment. These surveys help your providers track your progress. Let us know if you have any trouble with technology and we'll do our best to help!
- If you are not receiving these, please be sure to check your MyPennMedicine message, email, and junk folder. You may also contact the TEAM at **215-898-8910** for assistance.

CANCELTION, LATE, AND DISCHARGE POLICY

- It is the policy of the Clinic to review your case for possible termination of treatment here if you have had three (3) late cancelations or no-shows. The outpatient treatment team

may refer you to a different treatment facility, if we determine this is the best course of action to maintain an optimal level of care.

- If you need to cancel or reschedule an appointment, you must **call us at least 24 hours prior to your appointment to cancel or reschedule.** To reschedule call **215-898-8910**.
- If you arrive 15+ minutes late to an appointment, we may reschedule you for a later date where we would have enough time to complete the visit and your appointment would be considered a late cancellation.
- If you miss your new patient intake without 24-hour notice, we may ask that you wait before rescheduling the intake appointment.

TELEHEALTH POLICIES

- All new patient evaluations will be provided in-person so that we may best evaluate your symptoms and needs.
- If you are recommended for treatment in our clinic, we will discuss your options for in-person or telehealth follow-up appointments. Your provider will discuss your preferences as well as their clinical recommendations for in-person or telehealth appointments. Even if you would prefer to have your follow-up appointments through telehealth, your provider may require you be seen in-person for treatment depending on their clinical recommendations.
- In addition to these regulations, please note the following TEAM clinic telehealth policies:
- Telehealth visits should be taken from the residence listed as your home address in your medical chart. Please be sure to review this information for accuracy with a Penn Medicine staff member.

If you cannot take your telehealth visit from your home: You must be in an identifiable location for telehealth appointments. Your provider reserves the right to verify your physical address before starting an appointment and the right to cancel your appointment if you do not provide this information prior to starting the visit. You must be in a confidential space during the duration of your telehealth appointment. Doing so ensures the protection of your personal health information.

OTHER CLINIC POLICIES

- Given the time-limited scope of our services, our providers do not provide documentation for disability requests, emotional support animals, legal proceedings, or school/personal accommodation requests.
- **Under no circumstances are any weapons (guns, knives etc.) of any kind permitted in our clinic.** This means that even if you hold a legal permit to carry a firearm, you are not allowed to bring this with you to our clinic. If you are observed carrying a weapon you will be kindly asked to leave the premises and/or University of Pennsylvania law enforcement may be called to ensure safety.
- **Under no circumstances will being under the influence of illicit drugs, alcohol, smoking, or vaping during a visit be tolerated. If violated, the visit will be canceled, and you will be asked to reschedule.**

We look forward to working with you. Should you have any questions or concerns, please feel free to contact us directly at **215-898-8910**.

Sincerely,
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