

## PSYCHOLOGY SERVICES PATIENT HANDBOOK

Welcome to MNGI Digestive Health (“MNGI”). This MNGI Health Psychology Services Patient Handbook (“Handbook”) contains important information about the psychology services offered by MNGI. Please read this Handbook carefully, and discuss any questions that you may have about this Handbook or MNGI’s psychology services with your health psychologist.

### **PSYCHOLOGICAL SERVICES**

MNGI provides gastrointestinal (“GI”)-focused psychological services to its patients through its Health Psychology Services division. The nature, course, and content of these services vary based on many factors including, but not limited to, your concerns, treatment goals, level of engagement and readiness for change, and the personalities of both your health psychologist and you. Your treatment will be informed by scientific evidence and thoughtful consideration of your unique needs.

### ***Goals, Purpose and Procedures of GI-Focused Psychological Treatment***

MNGI’s Health Psychology Services division seeks to support the psychosocial needs of patients, like you, with GI disorders by improving their ability to manage the impact of their GI disorder. To help achieve this goal, MNGI provides specialized psychological services that are designed to reduce the psychological stress caused by GI symptoms, improve emotional well-being and overall functioning, and enhance quality of life. Depending on your needs, these specialized services may include, but not be limited to, Cognitive Behavioral Therapy, Gut-Directed Hypnosis, Acceptance and Commitment Therapy, Motivational Interviewing, and Mindfulness-Based Interventions.

### ***Initial Consultation Session and Treatment Plan Development***

You will participate in an initial consultation session with one of MNGI’s health psychologists. Before this consultation, you may provide information, in writing, about your symptoms, symptom severity, level of functioning and distress, and quality of life.

During the initial consultation session, a health psychologist will obtain additional information from you about your health history, current symptoms, mood, stress and overall coping methods and ability. Based on the information that you provide before and during the initial consultation session and the health psychologist’s review of your health records, the health psychologist will provide you with clinical impressions and treatment recommendations.

If the health psychologist determines that GI-focused psychological treatment is appropriate for you, the health psychologist will work with you to develop an individualized treatment plan. If the health psychologist determines GI-focused psychological treatment is not appropriate for you at the time of the initial consultation, the health psychologist may refer you to a mental health provider better suited to meeting your needs and/or recommend that you obtain other physical or mental health treatment before pursuing GI-focused psychological treatment.

### ***Treatment Sessions***

MNGI’s health psychologists provide short-term GI-focused psychological treatment, on an outpatient basis, during in-person and/or telehealth treatment sessions. Many patients participate in four to eight treatment sessions, each of which lasts between 30 and 60 minutes. However, the number, frequency and duration of your treatment sessions will be collaboratively determined by you and your health psychologist, and will be adjusted as needed during your course of treatment. Because MNGI does not

provide long-term psychological care, your health psychologist will work with you to identify an alternative provider(s) if you require long-term psychological care.

### ***Significant Treatment Risks and Benefits***

The receipt of psychological services – including consultation, psychotherapy, and health and behavior intervention – has both risks and benefits. Potential risks include experiencing uncomfortable feelings like sadness, guilt, anger, frustration, loneliness, and helplessness, and making minimal or no progress on your treatment goals. Potential benefits include improved health and well-being. Specifically, studies have shown that GI-focused psychological interventions may reduce psychological stress and GI symptoms, improve emotional well-being and overall functioning, and enhance quality of life.

#### ***Telehealth Patients Only:***

- Most research shows that receiving psychological intervention via telehealth is about as effective as in-person psychological intervention. However, some psychologists continue to believe that in-person treatment is superior to telehealth treatment.
- In addition to the above-described potential risks and benefits, there are potential risks and benefits specific to the use of telehealth, including the following:
  1. Potential Risks – inability to receive immediate treatment or emergency care from your health psychologist; interruption/disconnection of audio or visual link during treatment sessions; unclear picture or sound; and electronic tampering or failure of security features and protocols, which may contribute to or cause a breach of your privacy.
  2. Potential Benefits – increased access to psychology services; and the ability to receive these services in a convenient manner.

### ***Factors that May Impact the Duration and Result of Services***

Many factors may impact the duration and result of psychological treatment. These factors include, but are not limited to, the type and severity of the GI disorder, the presence of other physical or mental health conditions, the selected treatment method(s), and the patient's engagement level, readiness for change, response to treatment, session attendance and circumstances (e.g., presence of financial-related concerns [including insurance coverage], social/familial support network, etc.).

### ***Alternatives to the Psychological Services Provided by MNGI***

Some patients prefer to obtain different or additional services from an alternative provider(s) (e.g., other mental health providers, medical providers, dietitians, complementary and alternative medicine providers, clergy/spiritual leaders, self-help programs, peer support groups, etc.). If you choose to obtain additional services from a non-MNGI provider(s), MNGI will, with your consent, help coordinate care-related matters. If you choose to stop receiving services from MNGI and obtain services from a different provider(s), MNGI will, with your consent, transfer relevant treatment records to your new provider(s).

### **CONTACTING YOUR HEALTH PSYCHOLOGIST**

**For non-urgent matters**, contact your health psychologist by (1) calling MNGI's patient coordinators (612-871-1145) to leave a message for your health psychologist; or (2) sending a message to your health psychologist via MNGI's secure patient portal, a link to which is available on MNGI's website.

Absent extraordinary circumstances, your health psychologist will respond to these messages within one to two business days. If your health psychologist is away for an extended period due to illness, vacation or another reason, MNGI will provide you with the name and contact information for the individual who will be providing coverage during your health psychologist's absence.

Do not send messages to your health psychologist via text message or social media. These messages are not secure and will not be responded to by your health psychologist or MNGI.

**For urgent matters (e.g., mental health crisis or other concerns requiring immediate attention),** contact your primary care provider, go to the nearest emergency room, contact a crisis mental health resources such as National Suicide Hotline (988 or 1-800-273-8255), MN Crisis Text Line (741741), Anoka County Crisis (763-755-3801), Carver County Crisis (952-442-7601), Dakota County Crisis (952-891-7171), Hennepin County COPE (612-596-1223), Ramsey County Crisis (651-266-7900), Washington County Crisis (651-275-7400), or call 911.

*Telehealth Patients Only:*

- MNGI will not provide psychological services to you via telehealth if you are currently experiencing a mental health crisis requiring high levels of support and intervention.
- Before engaging in telehealth, you and your health psychologist will develop an emergency response plan to address potential crisis situations that may arise. You are responsible for notifying your health psychologist of any changes that may impact this plan (e.g., changes to the contact information for your emergency contacts).
- If your telehealth session is interrupted for any reason (e.g., technological failure), call MNGI's patient coordinators at 612-871-1145.

**CONFIDENTIALITY**

***Consultation with Other Care Providers***

Your health psychologist will work closely with the other members of your MNGI gastroenterology team to help ensure that you are provided with optimal care. To facilitate this work, MNGI maintains a single electronic health record (EHR). This EHR contains information about the physical and psychological care you receive from MNGI, and may be accessed and used by the MNGI practitioners – including your health psychologist and gastroenterologist – involved in your care. Your MNGI care team may also discuss your treatment plan and progress. This type of integrated care is considered best practice in the field of gastroenterology.

With your written consent, your health psychologist may also consult with care providers who are unaffiliated with MNGI. For example, your health psychologist may consult with your primary care provider, another mental health care provider with whom you have a professional relationship, or another expert in the field of GI-focused psychological treatment, all of whom must keep your information confidential. During any such consultation, your health psychologist will disclose only that information necessary to provide you with the best care possible.

### ***Other Disclosures of Your Health Information***

In general, your communications with your health psychologist are private and, with some exceptions, may not be released to others without your written permission. These exceptions include, but are not limited to, the following:

- In most legal proceedings, you have the right to prevent your health psychologist from providing information about your treatment. However, if a court orders your health psychologist to provide testimony or information about you, your health psychologist must comply with that court order.
- If your health psychologist has reason to believe that a minor or a vulnerable adult is being neglected or abused, your health psychologist may have to disclose that information to certain governmental agencies and/or law enforcement.
- Your health psychologist may disclose private information about you if your health psychologist believes that the disclosure is necessary to protect against a clear and substantial risk of imminent serious harm being inflicted by you on yourself or another individual. This disclosure may be made to law enforcement agencies, the potential victim, your family, or appropriate third parties in a position to prevent or avert the harm.

### ***Telehealth Patients Only:***

- Both MNGI and you are responsible for maintaining the confidentiality of your information. MNGI's electronic systems include security features designed to minimize the risk that your personal information will be compromised or impermissibly disclosed, and MNGI's workforce is educated on how to maintain the confidentiality of your information. You must help maintain this confidentiality by participating in telehealth sessions from a private location and with appropriately secured equipment. Even with these efforts, MNGI cannot guarantee the confidentiality of your personal information.
- Unless you expressly consent to the presence of a third party, only you and your health psychologist will be present during a telehealth session.
- Telehealth sessions may not be recorded without your written informed consent and the consent of your health psychologist.

### **PROFESSIONAL FEES, BILLING, PAYMENTS AND INSURANCE**

MNGI's Business Office handles all matters relating to your and/or your insurance company's payment for MNGI's psychology services. More information about MNGI's billing and collection practices can be found in MNGI's Financial Policy and Fee Schedule, copies of which have been provided to you, or by contacting MNGI's Business Office at (612) 871-1145.

*Telehealth Patients Only.* Some insurance companies and other third-party payors limit or condition their payment for psychology services provided via telehealth, and your geographic location at the time you receive these services may impact payment amounts. You are responsible for understanding how telehealth visits will be covered by your insurance company or other third-party payor, and for paying any fee(s) that your insurance company or other payor refuses to pay. Patient must be physically present in the state of MN during a telehealth visit.

### **YOUR RIGHTS (PATIENT BILL OF RIGHTS)**

As a recipient of psychological services, you have the following rights:

2. To expect that your provider has met the minimum qualifications of education, training, and experience required by state law for licensure.
3. To examine public records maintained by the Minnesota Board of Psychology that contain the credentials of your provider.
4. To report complaints to the Minnesota Board of Psychology (612-617-2230; [psychology.board@state.mn.us](mailto:psychology.board@state.mn.us)).
5. To be informed of the cost of professional services before receiving the services.
6. To privacy as defined and limited by rule and law.
7. To be free from being the object of unlawful discrimination while receiving psychological services.
8. To have access to your records as provided in Minnesota Statutes, sections 144.291 to 144.298, except as otherwise provided by law or a prior written agreement.
9. To be free from exploitation for the benefit or advantage of your provider.
10. To terminate services at any time, except as otherwise provided by law or court order.
11. To know the intended recipients of your psychological assessment results.
12. To withdraw consent to release of your assessment results, unless that right is prohibited by law or court order or is waived by prior written agreement.
13. To a nontechnical description of assessment procedures.
14. To a nontechnical explanation and interpretation of your assessment results unless that right is prohibited by law or court order or is waived by prior written agreement.

## **QUESTIONS AND CONCERNS**

MNGI encourages you to ask questions and share your concerns, if any, about this Handbook, your individual treatment plan, MNGI-provided services and all related matters by contacting your health psychologist or a MNGI patient liaison (612-871-1145). You may also report your concerns to the Minnesota Board of Psychology, the entity responsible for licensing your health psychologist:

Minnesota Board of Psychology  
335 Randolph Avenue, Suite 270  
St. Paul, MN 55102  
Phone: 612-617-2230  
Fax: 651-797-1372  
Hearing/Speech Relay: 1-800-627-3529  
Email: [psychology.board@state.mn.us](mailto:psychology.board@state.mn.us)  
<https://mn.gov/boards/psychology/>