



## Metro West Center For Well Being Confidentiality Contract

During professional services provided by a licensed psychiatrist, therapist or clinician, the confidentiality of the process is recognized as privileged communication. The privilege is the client's, not the clinician's, to invoke or waive. Accordingly, should the records be sought by subpoena or other legal instrument, it is necessary that the client make known any determination not to release the records. If the client determines that the records should be released under these circumstances, it is important to note that confidentiality is "all" or "none". We cannot answer some questions and not others.

Additional exceptions to confidentiality are;

1. if a client states or implies intent to harm self or others
2. in cases of abuse or neglect
3. when billing your insurance company

Your clinician can clarify any questions you may have re: these circumstances. Please see posted Limitations To Confidential Communications in our waiting area.

You may call our office any time at (508)376-6018. During non-office hours (Tuesdays, evenings and weekends) please leave a message on our voice mail. You may send an email to staff at [mwcenterforwellbeing@gmail.com](mailto:mwcenterforwellbeing@gmail.com), but please be aware this email address is not encrypted. Messages are checked regularly during office hours.

Dr. Bermingham's cell phone should be used **only** if there is an **urgent** matter, and only if the office is closed. Texting him or calling him on his cell phone during office hours disrupts his sessions with his other patients. Office staff are available to address your needs and relay your messages outside of his sessions. **If you have an emergency, go to the nearest emergency room and request the ER staff contact Dr. Bermingham on his cell phone at 508-446-2643.**

**Prescription refill requests should be sent to us electronically from your pharmacy, or please call the nurse at 508-376-6018 ext 3.** Refills can take up to 7 days to process, although they are generally done much sooner. Please monitor your supply and request a refill before you run out. Some medications require prior authorization from your Insurance Company and that can take additional time over which we have no control.