



## Knoxville Neurocare Therapy

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*Welcome to Knoxville Neurocare Therapy, we have recently joined neuroCare Centers of America and thank you for choosing us to be a part of your healthcare team. We pride ourselves in not only what we treat, but in how you are treated. We use state of the art NeuroStar technology and the most advanced techniques our industry has to offer. We look forward to working with you.*

### **Transcranial Magnetic Stimulation**

Transcranial magnetic stimulation (TMS) is a proven depression treatment using short pulses of magnetic energy to activate select areas of your brain that control mood. First, you will have an intake appointment with a psychiatrist where they will evaluate if you are a candidate for TMS therapy. If you are a candidate and the psychiatrist prescribes the treatment for you then our office will then do a prior authorization with your insurance to determine if they will cover your treatment. Once your prior authorization is approved we can schedule your first treatment appointment. If you opt not to go through insurance we can schedule the start of your treatment after it has been prescribed. The physician will perform a motor threshold (MT) procedure at the start of treatment to determine the appropriate level of magnetic energy, or dosage, for your treatment as well as finding the correct positioning of the coil. Prior to starting your treatment please take time to review the information below.

- Treatment sessions generally occur 5 days a week for a minimum of 6 weeks. While the first treatment session will last about an hour, the remainder of your appointments will be scheduled for 30 minutes with a treatment time of less than 20 minutes.
- You are free to drive and eat as usual before and after treatment
- You are welcome to bring a support person with you during treatments but we ask that you limit it to one person due to limited space in the treatment room, others will have to wait in the waiting room.

### **What to expect at Knoxville Neurocare Therapy:**

As you enter the suite you will be greeted by our staff and depending on which appointment you are there for you may have forms to fill out. If it is your intake appointment with the psychiatrist you will need to bring your new patient paperwork with you or the front desk will give you the forms to complete once you arrive. You will also need to bring your insurance card so that a copy can be made to keep on file. Before your motor threshold (MT) appointment you will have consent forms to sign prior to receiving treatment. During the remainder of your daily treatments you can simply have a seat once you arrive and the front desk will check you in.

### **Before Starting Treatment**

- Review treatment consent form and office policies below
- The restroom is located straight past the front desk area, please use before your treatment time
- Silence all automated devices. Devices may be used for entertainment during treatment as long as headphones are being used (music/audiobook/etc.)
- Remove any metal pieces above your shoulders including hair accessories, sunglasses, and jewelry.

### **Motor threshold (MT) Appointment**

At this session a MT determination will be conducted to find the amount of energy, or dose, needed for you. Every individual is unique and has their own energy level that is required to see a consistent reaction, so we will be figuring out what your unique energy setting is as well as where the coil needs to be placed to target the correct region of the brain for treatment. After your settings and MT are determined you will receive your first treatment so you will want to allow about an hour for this first session.

#### **What to expect:**

- The technician will bring you back to the room and you will have the chair adjusted to a comfortable position. Our goal for you to be as relaxed and comfortable as possible when the chair is being adjusted as those will be the settings you will have for the remainder of your treatments.
- The magnet is placed along the top of your head and you may feel a sensation on your scalp as the magnet is delivering the pulses as well as a light tapping noise. Ear plugs are provided if you would like them.
- Please tell us if the magnetic coil is hitting a sensitive area, your TMS operator will remain in the room throughout treatment and may be able to adjust the coil.
- To promote the most effective and beneficial therapy please remain awake during your TMS treatment.
- Questionnaires will be administered throughout your treatment course to monitor your progress. You will do a baseline on the first day of treatment, the next questionnaire on treatment #10 and then every 5 treatments after that until the end.
- If you are having any changes in your symptoms throughout the duration of your treatment please tell your technician and they can relay your concerns to the attending physician.
- You may experience a fluctuation in mood over the next several weeks, please tell your technician let us know if there are any but if it starts to decline significantly or you become worrisome of your safety please tell your technician or call our office immediately.

#### **Healthy tips for a successful treatment:**

- Please notify your TMS clinician of any drug or alcohol use during the course of your treatment as this may affect the outcome of the therapy or cause an increased risk of seizure.
- Nourish your body with adequate hydration, rest, and nutrition. Drinking plenty of water and getting key vitamins and minerals is a large component to a healthy mind and body.
- Avoid sleeping during the day as this may negatively affect your nighttime sleep cycle.

- Notify your TMS clinician of any medication changes throughout your treatment. Changes in medication use is important for us to understand in order to provide the safest treatment possible. Your prescribing psychiatrist will help you decide whether you need to stop or continue taking current medications prior to the start of treatment and during the course of treatment. Please do not discontinue medications without first consulting with your prescribing psychiatrist.
- Make sure to stay mobile as research shows that walking and activity may improve brain function and increase overall mood. You and your TMS clinician can discuss making small daily goals to help you stay active.

### **Office Policies**

We would like your time with us to be as healing and comfortable as possible so please let us know if there is anything we can do to help facilitate this and we will try our best to accommodate that, permitting it doesn't interfere with your treatment. Below are our office policies that we have in place to assure that each and every one of our patients are receiving the highest quality of care.

#### **Cancellation/No-Show Policy**

Scheduling an appointment reserves that time for you. Failure to provide a notice of cancellation or cancellations within 24 hours of your appointment time may result in a \$50 cancellation/no-show charge. This policy is in place to accommodate the number of requests on our waiting list and schedule accordingly, thus allowing us to better serve you. We understand that emergencies happen and we ask that you please discuss emergent situations with your TMS clinician.

For cancellations or rescheduling call **(865) 539-1031**. Please make sure to leave a detailed voicemail regarding your appointment if no one is available to answer the phone or it is after business hours.

#### **Late Show Policy**

To ensure that we have sufficient time to treat each patient and provide efficient care as well as respect to other patients those who arrive more than 10 minutes late to their appointment will be asked to reschedule. We ask that if you know that you are going to be more than 10 minutes late to call the office to reschedule. A total of 3 appointment cancellations due to late arrivals will qualify as a late cancellation/no-show and may result in a \$50 charge.

#### **Financial Policy**

A medical insurance policy is a contract between you and your insurance company. Based on your coverage plan the insurance company determines the amount that you are responsible to pay. These amounts will be shown in your Explanation of Benefits (EOB) sent to you by your insurance company.

In order for us to bill your insurance company we will ask for a copy of your insurance card. We ask that you bring this card with you to your first appointment. If we are unable to obtain your insurance information you will be responsible for the cost of treatment.

**Payment Policy**

Payment is due before treatment begins unless otherwise specified on a financial agreement approved by the office administrator.

**Weather Policy**

In times of inclement weather please call the office at **(865) 539-1031** to hear an automated notice of office closure. If you are signed up for our automated system you will also be able to receive updates that way.

**Food Policy**

Eating or drinking is not permitted during your treatment session.

**Illness Policy**

If you are feeling ill please refrain from coming into the office as a courtesy to the other patients as well as the staff. We ask that you call the office to let us know and we can reschedule your appointment. If you arrive with a fever treatment will not be given.

**Privacy Policy**

All patient information is confidential. In order to respect your privacy we will not discuss your treatment with anyone without your permission. Please inform your TMS clinician if you would like to permit others to be involved in your care such as appointment scheduling, discussing finance and payment information, etc.

**Patient Understanding of Office Policies and Procedures**

- I have read and understand the office policies and procedures for Knoxville Neurocare Therapy and agree to comply with them.
- I agree to be an active participant in the improvement of my health.
- I have read and received a copy of the Notice of Privacy Practices.

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

Relationship to Patient: \_\_\_\_\_