

Information on the operational procedures of psychiatric care at the Panoráma Polyclinic

1. We provide psychiatric care in our clinic in accordance with the professional rules of psychiatry.

2. The purpose of psychiatric care is various. In our clinic, psychiatric colleagues carry out the following activities:

- Recording of psychiatric status
- **Counselling** related to an existing psychiatric illness, **suggestion of therapy**
- **Diagnosis** of certain pathologies
- Long-term **medication** of certain mental illnesses (as defined by the specialties of psychiatric colleagues)

The latter may be part of a complex therapy, in which a psychotherapist and psychiatrist perform the treatment in close cooperation.

3. **Psychiatric treatment** is usually a lengthy process, requiring meetings with varying regularity depending on the nature and current severity of the illness.

- The **timing of each session** is agreed between the psychiatrist and the patient directly or with the assistance of the practice staff.
- The patient has the right to cancel each follow-up appointment at least 2 working days in advance, in which case the hourly fee for the psychiatric control examination will not be charged. If cancellation is made within 2 working days, the hourly fee will be charged in all cases, regardless of the reason for the cancellation.
- In addition to the pre-arranged follow-up examination, if necessary, communication regarding appointments is provided via the following contact details of Panoráma Polyclinic:

I. Panoráma Polyclinic Buda (Derkovits Street Clinic):

1. Telephone: +36 70 775 0288

2. E-mail: recepcao@panoramaklinika.hu

II. Panoráma Polyclinic Pest (Illosvai Selymes Street clinic):

1. Telephone: +36 20 265 7808

E-mail: info@panoramaklinika.hu

4. During psychiatric follow-up examinations, it is possible to discuss the effects and side effects of psychiatric **medications**, to modify the dose or the active substance, or to administer the continuation of treatment in an unchanged form.

5. **Prescription** writing is possible:

- During the personal control examination via the EESZT (National eHealth Infrastructure) system or on a paper-based prescription; in this case, prescription writing is part of the examination, free of charge.

- In the case of an online (Zoom/Skype) consultation via the EESZT system or by delivery of a paper-based prescription (at the reception); in this case, prescription writing is part of the control examination, free of charge.

- Only re-prescription of well adjusted doses of medication in unchanged form (exclusively in the case of long-term care patients) is possible on the basis of consultation via telemedicine care (e-mail, Zoom/Skype, telephone) through the EESZT system, if your doctor considers it possible without a control examination. The prescription fee must be paid by bank transfer, the uploading of the prescription to the EESZT system is subject to the receipt of the amount. The fee

for prescription writing is charged according to the current list price which is available on our website (panoramaklinika.hu) or information about the fee can be requested by telephone or e-mail at the above contact details.

6. Telepsychiatric care

- Online (Zoom/Skype) consultation is offered by most of our colleagues, with the exception of the first examination, for which our institution recommends a personal appointment; the hourly rate for an online consultation is the same as for a personal appointment.
- In case of telephone and e-mail consultation, if the complexity and length of the contact exceeds the limits of a technical consultation (e.g. missed prescription, agreed feedback, appointment), an e-mail consultation fee must be paid. This fee will be charged according to the current list price which can be consulted on our website or by calling or e-mailing the above contact details.
- Telephone consultation is available at a time arranged in advance by the psychiatrist. If the patient wishes to consult his/her treating physician earlier than the appointment provided by the psychiatrist, he/she can make a new appointment by contacting Panoráma Polyclinic during its opening hours.

7. The patient pays the psychiatric control examination fee to Panoráma Polyclinic on an occasional basis.

8. Other medical examinations - internal medicine, laboratory tests, ECG, etc.

Although the psychiatric examination consists mainly of an examination of thinking, speech, emotions and other internal experiences, certain physical diseases may be associated with psychiatric symptoms and certain physical

illnesses may have psychological complications. In our clinic, in accordance with professional recommendations, *we consider the following tests to be part of the diagnostic process and a condition for the initiation of drug therapy:*

- Routine laboratory (blood sampling) tests
- ECG (electrocardiogram) + blood pressure measurement

In addition, when the need arises in the opinion of the physician, additional physical examinations may be necessary. These may include:

- Involvement of other medical specialties, a consult (internal medicine, neurology, endocrinology, etc.)
- Imaging tests (e.g. MRI, EEG) - these are not available in our practice, but we are ready to arrange these examinations with our contracted partners
- Preliminary ECG and/or laboratory tests may also be required before adjusting the dose of certain medications, which we are also ready to carry out in our clinic

The above tests are not part of the psychiatric examination, the patient can have the recommended tests in our clinic at the list price or through another service provider of his/her choice (we can accept medical findings no older than 6 months, and in the case of laboratory tests and ECG reports no more than 2 months old).

9. Psychiatrists have a **duty of confidentiality**. The patient acknowledges that discussions take place in our clinic in a form of group case sessions. The confidentiality obligation also extends to the members of the case discussion groups. Exceptions to the confidentiality obligation are made if the psychiatrist considers that the given information could cause serious harm to health or

property. In such cases, he/she will act in accordance with the legislation in force (Act CLIV of 1997 on Health).

10. In the case of mental illnesses, the patient's symptoms may turn out to be so severe that they cannot be safely treated in the outpatient care of the clinic. If necessary, the doctor is entitled to initiate **psychiatric inpatient treatment** in a pre-planned way or, in the case of dangerous behaviour, in an emergency care setting. In all such cases, the psychiatrist will seek to reach a consensus with the patient, failing which he/she initiates acute psychiatric treatment only in the case of an imminently threatening condition. The therapeutic relationship is maintained in parallel and the psychiatric treatment may be resumed by mutual agreement after the end of the treatment in another institution.

11. In the event of acute deterioration of condition or **psychiatric crisis (urgent emergency)**, suicidal fantasies, or possible severe side effects of medication, the patient should report immediately to the regionally competent psychiatric department, possibly notifying the family doctor on call or the ambulance service.

12. Psychiatric examination is impossible if the patient is under the influence of mind-altering substances (alcohol, drugs). The patient is obliged to inform the doctor of any medications or performance-enhancing drugs he/she may be taking.

13. The doctor will prepare **documentation** of the examination in accordance with the legislation in force, the patient will receive an outpatient form, a signed copy of which will be stored at the institution and another copy will be handed over to him/her. The outpatient record of the examination forms part of the personal health record, which the patient and his/her (authorised) doctors can

access via the EESZT system. We cannot waive our documentation obligations even at the patient's request, however, the patient can exercise his/her right of self-determination to restrict access rights within the EESZT system.

Budapest.....

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name

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signature

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