



## M I D T O W N P S Y C H I A T R Y

### **Practice Policies**

#### **Practice Office Hours**

Office hours are typically Tuesday through Thursday between 9:00 AM and 5:00PM, and Friday 9AM to 1PM. Our hours are subject to change as our team grows.

Messages left on our voicemail or with our answering service will be returned within 48 hours on business days. Communications will be returned as promptly as possible, but keep in mind we do not provide any urgent or emergency services. If you experience a medical or psychiatric emergency, call the Georgia crisis access line (1-800- 715- 4225), call 911 or go to your nearest emergency room.

#### **New Patient Consultations**

Patients are carefully screened to ensure that the needs and goals of the patient match the services provided in this practice. Receiving consultation in this practice does not imply or guarantee our ability to provide ongoing treatment or services for you in this setting.

Continued care is dependent on review and verification of medical information. If at any time it is determined that the information provided is false or misleading, care may be terminated.

It is possible that additional information may be needed in order to start certain treatment modalities. Additional data may include psychological testing, blood work, and previous medical records. We are not able to anticipate what additional data may be needed prior to your appointment.

Please note that there is no guarantee that a particular medication or treatment modality will be prescribed or ordered. Treatment recommendations will be based on evidence-based recommendations.

In general, benzodiazepines (Xanax, Klonopin, Ativan, Valium) are not typically prescribed in this setting. Stimulants are typically not provided to new adult patients at the first appointment. In addition, adults with concern for ADHD may be required to obtain third party psychological testing.

#### **Appointments**

We see patients on an appointment only basis. We do not offer walk-in appointments. However, we will try to accommodate your scheduling needs when possible.

Typically we offer follow up visits in the office and also virtually via HIPPA video conferencing --“telemedicine”. At this time we are offering virtual visits exclusively, and we will update patients if/ when in person visits are available in the future. It is at the discretion of the physician or therapist to determine if telemedicine appointments are appropriate for a given patient or condition.

All minors must have a parent or legal guardian present at the time of the appointment. If a parent or guardian is unavailable, the appointment will be rescheduled, and a missed appointment fee will be assessed.

**Missed Appointments**

We require a 48-hour notice to cancel or reschedule an appointment. Missed appointments and late cancellations will incur fees reflective of the full cost of the visit. If our office cancels your appointment due to unforeseen circumstances, you will not be charged for a missed appointment.

If you are being seen for psychotherapy, and you may choose to have standing appointments scheduled. If two appointments in a row are missed without notification, the remainder of the appointments will be cancelled.

**Prescription Refills**

Part of providing quality care involves the monitoring of medications for safety in our patients. All prescription refills should be addressed during scheduled appointments. We make every effort to provide enough medication refills to reach your next appointment.

Please pay attention to your medications and schedule appointments accordingly. Refills requested between visits will be filled at the discretion of the physician and will be reserved for established patients maintaining regularly scheduled appointments. If the request is approved, refills requested between appointments will be assessed a fee of \$50. Please allow up to 72 hours for these requests to be processed, and such requests will not be processed outside of office hours.

Controlled substances are typically not filled outside of an office or telemedicine visits

**Professional Fees & Payment**

We are not contracted with insurance networks. Patients are fully responsible for payment of services rendered and payment is due at the time of service.

We request that a credit card be kept on file. The card on file will automatically be charged for services rendered and missed appointments. The fees for new patient visits are collected prior to the scheduled appointment. Charges for subsequent services rendered will be collected on the day of each scheduled appointment.

Unpaid balances over 90 days past due may be referred to a collections agency.

**Self-Pay Fee Schedule:**

Child New Patient Consultation	\$450	(90 min)
Adult New Patient Consultation	\$385	(60 min)
Adult Medication Management Follow up	\$235	(30 min)
Adult Medication + Psychotherapy Follow up	\$285	(45min)
Child Medication Management	\$250	(45 min)
Psychotherapy	\$100-250	(45min)
Refill Requests	\$50	
Insurance Prior Authorizations	\$50	

Phone Consultations	\$65 per 10 minute interval
Forms/ Letters	\$25 and up
FMLA/ Short Term Leave Forms	\$150

Completion of reports, medical leave forms, or other forms or letters are subject to fees based on the complexity of the form and the amount of time required to complete it. These fees will be determined at the time the form or request is submitted to the office. Documents and forms require up to 7 -10 business days for completion.

Clinical phone calls are billed in 10 minute intervals at \$65/ 10 minute interval. In general, new medications are not started by phone. The clinical necessity and benefit of a phone call will be left to the discretion of the physician or clinician. Patients will often be encouraged to schedule an appointment for assistance.

Psychotherapy fees vary based on clinician.

### **Communication**

We cannot guarantee the safety or confidentiality of any third-party electronic communications you elect to use including but not limited to email servers, third-party partners that maintain their own records, (labs, pharmacies, dispensaries, payment services, insurance, etc.), video or telephone services, etc. Appointment reminders are sent by email and text messaging, but you may opt out if you do not wish to receive them or prefer another method.

We will save email correspondence with you and these communications should be considered part of the medical record; therefore, you should consider that our electronic communications may not be confidential and will be included in your medical chart. Never send emails of an urgent or emergent nature.

We check email regularly; however, re-email or call our office if you have not received a reply within 2 business days.

Secure messaging service with is available in the patient portal. All patients are required to join the patient portal in order to check in for virtual visits, access invoices, and to address billing concerns.

### **Termination**

Treatment and therapeutic alliance are ongoing and cumulative. If you have not made contact with our office in 6 calendar months, we will be assumed that you are no longer interested in follow-up and/or are having your treatment needs met elsewhere. Patients will also be discharged if 2 consecutive appointments are missed without notice, communication and without rescheduling.

You have the right to terminate your care in this practice with written or verbal notice at any time for any reason. We may also terminate our relationship with you due to but not limited to excessive missed appointments, non-disclosure of information, violation of office policies, failure to pay for services, symptom acuity beyond what can safely address in this setting, symptoms requiring in-person or not following agreed upon treatment plan.

I have read and understand the practice policies, and I agree to abide by these terms and conditions.

Name \_\_\_\_\_

Signature\_\_\_\_\_

Date \_\_\_\_\_

