



## **AUSTIN MIND AND BEHAVIORAL HEALTH**

### **OFFICE POLICIES**

Welcome to Austin Mind and Behavioral Health. We appreciate the opportunity to work collaboratively with you to provide care for you or your loved one. Please read the office policies carefully and feel free to ask any questions.

#### **1. Appointments**

Initial appointment can last up to 60 minutes. During this appointment information will be gathered to help develop a comprehensive treatment plan and then recommendations made for further care. An appointment does not guarantee that any specific medication will be prescribed. We do not offer walk in appointments. Please call to set up initial appointment as well as subsequent appointments. All patients under the age of 18 years have to be accompanied by a parent or legal guardian on every visit. For divorced parents, we require legal documentation authorizing you to seek medical care of the child prior to the visit.

#### **2. Follow up Appointments**

Follow up appointments are scheduled as per medical necessity to enable proper care of your medical needs. If a patient does not attend a follow up visit for more than 6 months, the patient will be considered discharged from the clinic.

#### **3. Cancellation of Appointment, No show at an appointment or Late arrival.**

If you do need to cancel or reschedule an appointment, request must be called in at least 24 hours before the scheduled appointment time. (For Monday appointments, request has to be made on the preceding Friday). If you or your child miss an appointment without providing a 24 hour notice, a late fee of \$100.00 will be charged for the appointment. Please note that the charge for missed appointment is not payable by the insurance and you are

responsible to pay the charge. If you or your child is more than 15 minutes late for the appointment, your appointment will be rescheduled to another available time and will be charged/billed for the appointment. In some cases, we may be able to see a late appointment, but please note that in such circumstances, the time for appointment may not be extended. If a patient misses two consecutive appointments or misses three appointments in a 12 month period, patient will be considered discharged from our clinic.

#### **4. Payment**

You are financially responsible for payment for services provided to you. Legal guardian of minor is financially responsible for the service. Payment of the service is required at the time of service. We accept cash, checks and major credit cards (American Express, Discover, MasterCard and Visa). A charge of \$30 will be levied on all returned checks. All outstanding balance over 60 days due will be forwarded to a collection agency.

#### **5. Insurance/Fee for services**

We accept Aetna, Blue Cross Blue Shield, Cigna, ComPsych, UBH and self-paying patients. We do not accept Medicare, Traditional Medicaid, Superior or managed care plans.

The rates for services are:

Initial Psychiatric Appointment -up to 60 minutes: \$350

Medication management without psychotherapy -up to 15 minutes: \$100

Medication management with or without psychotherapy -up to 30 minutes: \$175

Medication management with psychotherapy-up to 45 minutes: \$250

#### **6. Medications**

Any appointment is not a guarantee that any specific medication will be prescribed. Depending on your symptoms, a medication may be recommended as part of treatment. The parent or legal guardian are responsible for ensuring that your child takes medication as prescribed and notify us of any side effects or adverse effects of any medication that is prescribed to your child. Adult patients are responsible for ensuring that they take medication as prescribed and notify us of any side effects or adverse effects of their medication. Please note that you are responsible for notifying us of any change in your or your child's medical or psychiatric condition.

## **7. Medication Refills**

You will be provided with enough refills to last until your next appointment. In case that you do need a refill, please ask your pharmacy to send us a refill request. Please provide at least 48 hours or two business days for the request to be completed by our office. Prescription refills are provided during regular business hours (Monday – Friday 8 am to 6 pm) and are not filled on weekends or holidays. Controlled substance prescriptions will be provided for a period of one month. Controlled substance prescriptions will not be filled early.

## **8. Controlled Substance Monitoring**

The controlled substances are used to treat several conditions, but they also have a higher risk for misuse or diversion. For any patient, urine toxicology may be ordered prior to start of treatment and may be ordered on subsequent visits as well.

## **9. Laboratory tests**

As part of your treatment, your provider may order laboratory tests. Laboratory tests are billed to your insurance company, or yourself (if you are self-pay). The laboratory may send you a bill for deductibles or laboratory tests not covered by your insurance. In such case, you are financially responsible for any deductibles or bills.

## **10. Communication and After business hours phone calls**

In case of an urgent psychiatric need, you can call the provider at (512) 579-0304 and leave a message. The provider will return your phone call shortly. Questions related to payments, appointments, medication refills and billing are answered only during business hours. If you need to speak to the provider over the phone, a phone call is charged \$50 for a 15 minute phone call. If your provider does a phone call with another provider for your care, the call will be charged \$50 for a 15 minute phone call.

## **11. Emergency**

In case of a life threatening emergency please call 911 or go immediately to nearest emergency room. Please do not wait to speak to your provider in our office before seeking emergency care.

## **12. Confidentiality**

We are legally mandated to report any suspected abuse, neglect, domestic violence to Department of Family and Protective Services or to law enforcement agency.

## **13. Office closures**

Our office is closed on all major holidays. In case of inclement weather, the office will be closed on days or times that Austin Independent School District is closed. Appointments canceled due to inclement weather will be rescheduled.

## **14. Forms**

For forms requiring clinician signature, please fill out all the required information, sign the form and submit the forms to the clinic. Fees for completion of form are assessed a fee of \$25 - \$100, based on complexity and time required to complete the form.

School accommodation request forms for 504 accommodations, school accommodations or school medication administration form are assessed a fee of \$10 per every form. The patient or the legal guardian of the patient is responsible for the charges.

We require 5 business days to complete any forms and cannot complete forms or letters to be picked up the same day.

## **15. Legal Consulting**

We do not provide forensic evaluations, CPS evaluations, disability determination evaluations, medical leave evaluations, custody of a minor evaluations, or assessment for parental ability to determine custody or visitation. In the situation requiring testimony from our mental health clinician, or if our provider has to provide a deposition or is subpoenaed on your behalf, you will be responsible for our court fees. The court fee payable to our clinic is \$4000 per day for each day, and has to be paid upfront and in full.

## **16. Termination of Service.**

We reserve the right to terminate service or professional relationship with any patient at any time.