

# *Robin May-Davis Psychiatry P.A.*

*2224 Walsh Tarlton Lane #110 Austin TX 78746*

## **General Office Policies**

I want to reserve time to care for you and want to work with you for your success. There are conditions I feel are important for my treatment setting and below I have listed my office's policies and expectations. Please feel free to clarify any of these items if needed.

### **Appointments**

I do not offer walk in visits, and office hours are by appointment only. Contact the office to schedule an appointment time. My initial consultation appointment times are 90-120min long. Since it is important to reserve time for you, you will be responsible for payment if you miss your appointment or fail to cancel within 48 hours (2 workdays). Insurance does not reimburse for missed appointments, but you will be charged. At the initial consultation, I will determine using my professional judgment whether I can provide you with the appropriate health services you need. If I decide to accept you into the practice, follow up treatment plans will be made at that time. If I decide that you would be better served with another specialist, referrals will be made at that time. If you miss your initial appointment, there is no guarantee that you will be rescheduled.

If you are over 15 minutes late for an appointment you may be rescheduled or if you are seen then, the appointment time will most likely not be extended and you will be charged the full fee. At certain times, the schedule may allow for an appointment with delayed start to be extended, but this is not typical. Occasionally, I may be running behind, but I do my best to make sure you continue to get your allotted time.

I reserve the right to terminate the professional relationship with any patient at any time. Typically, this may occur if the relationship is not satisfactory due to failure to follow recommendations, failure to follow office policies, or to honor financial obligations. Specifics of these circumstances will be discussed as needed. As the patient, you are under no obligation to continue treatment with Robin May-Davis Psychiatry PA and may decide to terminate the doctor-patient relationship at any time. If you wish to terminate, please alert the office in writing if possible.

**Fees** I strive to provide a comprehensive and integrative evaluation and treatment plan. I believe my fees reflect the services offered. Check with website and office for updated insurance

information, but typically I am out of network for most plans and Medicaid/Medicare are not accepted.

There are fees associated with work outside of face to face office time and missed visits occasionally. Time spent preparing reports, forms, documents, and medical records are billed, as is time for mandated court appearances, reviewing medical records and at times collaborating with other providers for your care. These fees vary.

## **Payment**

Please understand that payment of your bill is considered part of your treatment, and you are financially responsible for the services provided. **Full payment is due at each appointment** and is accepted in the form of cash, check, debit/medical savings account, credit card (Mastercard, Visa, Discover, American Express). Please make checks payable to Robin May-Davis, MD. A credit card is held on file for appointments, but is not charged until the day of the appointment if the patient fails to arrive.

You will be responsible for any charges incurred due to returned checks, or problems processing credit card payments. I reserve the right to charge 2% monthly interest for outstanding balances of 90 days. Any outstanding balances over 120 days may be referred to collection agency, credit agency, and/or attorney and you will be subject to any collection fees incurred. Appointments may not be scheduled if account balance exceeds \$500.00, except in urgent situations. Termination (with alternative referrals) may occur if balances are not resolved as nonpayment results in damage to the clinical relationship as well.

For out-of-network care, the patient must submit their own billing information directly. Receipts are provided as needed for these submissions or tax purposes. If we are billing directly to insurance, your consent is assumed for releasing personal information to the insurance company as needed. See privacy practices for more information.

## **Medication, Laboratory, and supplement issues**

Generally, medication prescriptions are done at the time of your appointment. For medication refills, please contact your pharmacy. Please allow 48 hours for a refill request. . By law Schedule II prescriptions must be filled within 21 days of the date written.

My practice does not generally use benzodiazepines (ie: Xanax-alprazolam, Valium-diazepam, Klonopin-clonazepam, Ativan- lorazepam) as part of care. Injected medications, Clozaril (clozapine), or Suboxone also are not generally available at this practice.

Laboratory studies are sometimes recommended as part of care and will be discussed during the evaluation. Laboratory services are billed to your insurance if you choose to use it.

You may receive a separate bill for any deductible or studies not covered, for which you are responsible.

At my practice, nutritional supplements, vitamins, herbal/botanical treatments may be recommended as options. As these are not FDA regulated, quality of products may vary. I am happy to refer clients to sites which review quality of these products but will not be responsible for the products which clients may choose. See release form as well.

## **Communications**

For any emergencies, please contact 911, or Psychiatric emergency services at 512-472-4357 (Travis Country) or go to your nearest emergency room. Please alert my office once the situation safely allows. For routine matters or other matters needing attention, please contact my voicemail, which I check regularly and will typically get back to you within 1-2 business days. I do not provide inpatient care. If you are hospitalized I can resume your care upon discharge. I work with a call team for after-hours care. For urgent care which cannot wait the doctor on call can be reached at 512-660-5671 via MedLink.

Currently, the office is open during most week days other than typical US holidays. If I am away, I will have covering providers assisting with routine refills as well as urgent matters. Please be sure you have enough of your medication to last through weekends or office closure dates as announced. For non-urgent calls during office closures, please leave voicemail message with the office, and your call will be returned with the next business day. If the call is urgent and cannot wait, contact the after-hours number or physician on call as reviewed by provider.

Use of email in the medical setting can be challenging due to privacy issues. Email may be used in a limited fashion for communicating issues such as resources or referrals. Communicating regarding clinical care, especial in urgent situations are not appropriate for email. There are **no established timeframes** for responses to email guaranteed. Email should not be used to communicate regarding social issues, but be focused on the professional relationship. Any Protected Health Information (PHI) shared in an email cannot be considered secure or guaranteed confidential though encrypted email is typically used by this office.

In the course of care, sometime forms, letters, or related documents are needed. Time spent preparing documents outside of appointment times will be billed directly to the client.

Social Media- I do not "friend" patients, either current or former on any social networking sites. This can compromise your confidentiality and my privacy. It also may blur the boundaries of the therapeutic relationship.

Texting- We do not text re: clinical issues. The only texting is automated reminders for appointment times, but to these you cannot respond. Please call if you get a reminder and need to change an appointment.

### **Collaborations**

In the course of your treatment I may suggest to refer you out to another practitioner who provides a different type of care (ie: acupuncture, dietician) and it will be critical that I can communicate and collaborate with these people for your treatment.

I may be obtaining professional consultation, supervision from other psychiatrists, psychotherapists. I may discuss your case but will not disclose your name or any identifying information. Your case will be held in confidence in this setting.

My office is shared space with other health practitioners. I and the other providers are independent practitioners. Robin May-Davis, MD or Robin May-Davis Psychiatry PA is not a partner, principal, agent, employer/employee of any other practitioners and does not supervise, manage billing or in control of any services other practitioners in the office may provide. Privacy standards are held high for all providers/business associates working in this shared space.

### **Other Issues**

This office is a gun free zone- neither open or closed carry is permitted.

Recording of sessions without permission is not allowed, for purposes of legal or personal use.

Effective date: 6/13/17.