

Robin May-Davis Psychiatry

General Office Policies - 02/12/2024

Hello and welcome to my practice. 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

Currently, the office is open during weekdays other than typical US holidays. Monday through Thursday 8-4 and Friday 8-1pm. I do not offer walk in visits, and office hours are by appointment only. Contact my office to schedule an appointment time. My initial appointment times are 90-120 minutes long and follow ups are typically 25-30 or 55-60 minutes. Since it is important to reserve time for you, you will be responsible for payment in full if you miss your appointment or fail to cancel within 24 business hours. Insurance does not reimburse for missed appointments. I do not work as an urgent care and cannot guarantee same day appointments, but we do work to get patients in quickly as the scheduling allows if unexpected changes come up. If you are hospitalized, I do not provide inpatient care so I would resume your care upon discharge. I currently ask that initial appointments are done in person (barring safety concerns) and appointments thereafter may be done in person or virtual via a HIPAA adherent telehealth provider. The link or information about the telehealth provider will be on my website. Please see specific telehealth policy for more information/specifics.

Timing of appointments and fees

If you are over 15 minutes late for an appointment you may be rescheduled (but will be billed) or if you are seen late, 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 and that will be prorated. Payment for your care is required at the time of service and I require that a credit card is kept on file. Cash, Checks, and major credit cards (including HSA/FSA cards) are accepted. If you are using a credit card which is not in your name, please provide written consent for use of the card.

I strive to provide a comprehensive and integrative evaluation and treatment plan. I believe my fees reflect the services offered. I am out of network for insurance and any reimbursement you get is based on your policy. Medicaid/Medicare are not generally accepted and I am opted out of Medicare. Missed visits are up to the full cost of the visit if not canceled within 24hrs. As of April 1, 2024 the fees are updated on my no surprises bill and may be increased \$10/year. Increases or decreases beyond that will be updated by future specific updates.

Please see no surprises billing policy for more information. I have also occ made accommodations (delay collection, short term fee modification) for existing patients if one is an unusual circumstance which are done on an individual basis, but do not have a traditional sliding scale fee schedule.

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 cash, check (made to Robin May-Davis psychiatry) and credit/debit/medical or health savings accounts (Visa, Mastercard, Discovery, American Express). A credit card is held securely on file for appointments but is not charged until the day of appointment.

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 more than 30 days. Any outstanding balance of more than 60 days may be referred to a collection agency, credit agency and/or attorney and you will be subject to any fees incurred. Appointments may not be scheduled if account balance goes unpaid except in urgent situations. Termination may occur if balances are not resolved as non-payment results in damage to the clinical relationship.

I am out-of-network, so patients must submit their own insurance billing for reimbursement, but we can provide receipts to the patient upon request. We can also provide these receipts if desired for tax purposes.

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. Schedule II medications, such as stimulants and other controlled substances are not refilled early other than as a rare exception and at times travel documentation or medication agreements may be requested. Please be sure you have enough medication to last through the weekend and office closure dates as announced.

My practice does not generally use benzodiazepines (ie: Xanax-alprazolam, Valium-diazepam, Klonopin-clonazepam, Ativan- lorazepam) as part of care. Injected medications or Clozaril (clozapine) also are not regularly available at this practice. I do not prescribe ketamine, cannabis, or psychedelics but I do refer patients out for these treatments if it is legal and clinically appropriate.

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 the quality of these products but will not be responsible for the products which clients may choose.

Communications

- **Those with emergent/crisis issues which cannot safely wait until a next day callback are to call crisis services 911/988 or go to local ER/urgent care- DO NOT leave crisis information on voicemail or email unless you are doing so as an update after seeking emergency medical care.**
- If you need assistance with scheduling, paperwork, prior authorizations, leave a voicemail at 512-291-6370 or email frontdesk2224@may-davis.com. Admin support will not be routinely answering direct calls, but these will be checked and responded to regularly during business hours M-Th 8-4 and Fr 8-1pm. Typically expect responses within 24 business hours.
- Non-emergent medication/medical questions and updates can be left via Voicemail which will be forwarded, or sent directly to me at robin.maydavis@may-davis.com or via patient portal (if you prefer not to use email). These will be checked and responded to directly during business hours M-Th 8-4 and Fr 8-1pm. Typically expect responses within 24 business hours.
- Urgent after hours (starts at 4pm) /weekend services with my on-call group are available for issues that cannot wait until the next business day but are not emergent, via medlink 512-660-6807. This is not for use during weekday business hours unless I am out of the office. Email should never be used for crisis situations
- **Please do not text the office.** I am using texting for limited outgoing messages only.

Use of email in the medical setting can be challenging due to privacy issues. Any Protected Health Information (PHI) shared in an email cannot be considered secure or guaranteed confidential though we do have a HIPAA adherent email account. I also offer a limited patient portal should that be preferred. Email should not be used to communicate personal interests unrelated to care or jokes, office communications should be focused on the professional relationship. In the course of care, sometimes forms, letters, or related documents are needed. Time spent preparing and sending documents outside of appointment times may be billed directly to the patient using the report writing rates.

I do not connect with others via social media due to privacy issues and to maintain the professional nature of the relationship.

Collaborations

In the course of your treatment I may be working with other clinicians. I might refer you out to another practitioner who provides a similar (2nd opinion) or 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 also refer out for treatments such as ECT and TMS. I occasionally may be obtaining professional consultation, supervision from other psychiatrists, psychotherapy experts. 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. I also share after-hours coverage with an on-call team of other psychiatrists who may have access to your information to serve you after hours and may discuss your case with me as needed.

My office is located in a shared space with other health practitioners. Myself and the other providers are from independent practices. Robin May-Davis MD nor Robin May-Davis Psychiatry are partner, agent, employer/employee of any other practitioner and does not supervise, manage billing, or control any services of the other practitioners in the shared office. Privacy Standards are held high for all providers/billing associates working in this shared space.

I have an office assistant who works for me and she/he/they are bound by the many of the same standards of care that I have laid out here in these policies. Concerns regarding her/his/their work should be communicated back to me.

I reserve the right to terminate the professional relationship with any patient at any time. Specifics of these circumstances will be discussed as needed.

I look forward to our collaboration and please feel free to contact me with any questions re: these policies and procedures.