

Alamgir Psychiatry PLLC Clinic Policies (page 1)

Introduction

We provide non-emergent outpatient psychiatric care, including mental health evaluations and treatment of certain mental health conditions using medication management.

Patient population

We treat patients ages 21-60 years old located in the Dallas Fort Worth area.

Location

We are located in Dallas. We can only provide online appointments during state of emergency.

Online appointment requirements

The requirements to receive online appointments include the following

1. phone number
2. e-mail address
3. computer/ laptop/ tablet/ smart phone with webcam function
4. reliable high-speed internet
5. verification of identity and address such as driver license
6. confirmation of location at time of appointment
7. ability to personally pick up medications from a pharmacy located in Texas. Only the patient can pick up his or her medications from their pharmacy. We cannot send prescriptions to mail order or online pharmacies.
8. weight scale
9. blood pressure monitor

Initial Consultation Appointment

You will be required to review and sign documents that will provide you with important information about us and that will formally allow us to perform psychiatric evaluation to determine if you are appropriate for treatment under our care and to determine if a doctor-patient relationship is appropriate. An initial consultation appointment does not guarantee that a doctor-patient relationship will be established.

Follow-up Appointment

You will be required to be evaluated in follow up appointments so that we can continue to monitor your well-being and to discuss adjustments we can make to optimize your treatment. Follow-up appointments will be scheduled according to individual patient's unique circumstances. Additionally, all patients are required to be evaluated in follow up appointments at a minimum once every 3 months. If you do not attend follow up appointments as directed, you may be required to re-establish care.

Rules for Appointments

- We see patients by appointment only. To schedule or reschedule, please contact us at 972-695-3847.
- If you are late for an appointment, we may need to reschedule or cancel your appointment.
- We reserve the right to charge for missed follow up appointments at the full fee unless the appointment is canceled at least 2 days (48 hours) in advance.
- Non-compliance with treatment plan (including multiple missed/late appointments), treatment recommendations, and failure to adhere to the policies and practices of Alamgir Psychiatry PLLC may be grounds for discharge and may result in termination of care.

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Prescriptions and refills

- We only send prescriptions to pharmacies located in the state of Texas.
- We do not send prescriptions to mail order or online pharmacies
- Only the patient will be allowed to pick up medication from the pharmacy. No one other than the patient will be allowed to pick up the patient's medications from the pharmacy on behalf of the patient.
- Refills are sent to pharmacy during scheduled appointments. It is the patient's responsibility to schedule an appointment in advance to obtain prescription refills before running out of medication.
- Medication refills will not be provided if you cancel or miss a follow up appointment in which you were due to receive a medication refill. If you miss an appointment in which you were due to receive a medication refill, you will be required to reschedule your appointment and attend your rescheduled appointment to refill your medication.
- You are required to contact us several days prior to the time you anticipate that you will run out of medication.
- It may take up to 48 hours before you receive a response to your request for a prescription refill.

Controlled substances

- Office appointments are required for DEA controlled/scheduled substances. Exceptions apply during state of emergency.
- Ongoing random drug testing is required for controlled substance prescribing.

Contact Information

- Alamgir Psychiatry PLLC does not manage or treat emergencies. If you are having an emergency, call 911 immediately.
- Call us at 972-695-3847 or send us a message using the patient portal for non-emergent matters.
- If calls or messages are not answered at the time you call or message us, we will contact you within 24 hours.
- Frequent calls and calls of longer duration signal that you may need more frequent appointments so you will generally be encouraged to schedule a follow up appointment so that we can adequately address your concerns.
- e-mail address is doctor@AlamgirPsychiatry.com
- E-mail should only be used for requests for information about Alamgir Psychiatry and does not imply a doctor-patient relationship. Do not include confidential or private information in e-mail.
- Use of e-mails, electronic messages, and other communications transmitted via AlamgirPsychiatry.com is exclusively to provide information about the services provided by Alamgir Psychiatry PLLC.
- Fax Number 972-528-0111
- Our website is AlamgirPsychiatry.com

Alamgir Psychiatry PLLC Financial Policies (page 1)

Payment

We do not accept insurance for payment because we do not participate in health insurance plans (including commercial health insurance, Medicaid, Medicare). We are considered an out of network provider. We do not submit claims on your behalf, and we cannot assist you with claim resolution. All services are exclusively on a self-pay basis. We will provide you with a billing summary that you may submit to your insurance carrier for possible reimbursement however we cannot guarantee that your insurance plan will reimburse you for services rendered by Alamgir Psychiatry PLLC.

We accept the following forms of payment

- credit card
- debit card
- HSA Health Savings Account
- FSA Flexible Spending Account

The entire payment is due at the time of service before service is rendered at the beginning of the appointment. We require payment before the appointment begins.

Services and Fees

Appointment fees

Initial consultation appointment: \$200

Follow up appointment: \$125

Missed appointments

You will be charged for missed appointments at the full fee unless the appointment is canceled or rescheduled at least 2 days in advance.

Medical records

\$35 for the first ten pages and \$1.00 per page thereafter, per record provision. Additional fees may be assessed for extensive records.

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Electronic Messaging Terminal

No charge

Phone calls

Phone calls under 5 minutes with your psychiatrist for brief concerns will not be charged. We will make every effort to return the call within 24 hours. Calls of increasing duration or frequency signal that you may need more frequent appointments. When you call, you may be asked to schedule an appointment to address your concern. After-hour non-emergency calls or calls lasting longer than 5 minutes that otherwise would have necessitated an appointment will be charged at \$50 for 10 minutes. In the case of an emergency, please call 911 or go to the emergency room.

Reports/Letters/Forms

-We do not complete or provide documents regarding legal, custody, divorce, or disability related evaluations or paperwork.

-Routine school/work excuses and short forms (requiring less than 10 minutes to complete) may be completed without charge.

-If determined to be appropriate, longer forms and letters can be completed for a fee based on time required to complete the paperwork.

10-15 minutes: \$50

15-30 minutes: \$100

More than 30 minutes: \$200/hour