**WELCOME TO THE PRIVATE PRACTICE OF ROBIN L. BAILEY, M.D.**

18257 Industrial Drive, Suite B, Meadville, PA 16335

Telephone: **814-807-1700** Emergency Cell Phone: **814-720-8373**

**Website: BaileyMD.com**

***Keep for your reference***

**THIS IS AN OVERVIEW OF PRACTICE POLICIES FOR THIS OFFICE**

***If you have any questions, please discuss them with Dr. Bailey***

This is a solo practice. I am independent of other psychiatrists, therapists, hospitals and other agencies, in this setting. The physical proximity to other practitioners does not imply any professional affiliation. The confidentiality of your health care information is a priority in this practice. I release confidential information only with your authorization unless there are issues of safety, abuse, neglect, or proper legal compulsion, such as a court order. Please see the Notice of Privacy Policies that will be available at all appointments in the waiting area.

**APPOINTMENTS:** The initial evaluation takes approximately an hour after you complete the initial paperwork. Most follow-up appointments are 15-25 minutes. The interval between appointments will depend on the progress made in relieving symptoms. Usually, initial follow-up appointments are at approximately 2 week intervals. Once symptoms are improved, maintenance appointments are, at most, 3 months apart. Refills for medication will be provided only if regular appointments are kept. You will be offered a reminder call prior to your next scheduled appointment. This is a courtesy call only. You are responsible for keeping your appointments.

**MEDICATION REFILLS:** Please allow at least one business day for refills to be called in. Requests after 12:00/noon will be called in the next business day. Be sure to specify the medication name, dosage, instructions for taking them, your PHARMACY NAME and NUMBER, and a number where you can be reached in case of questions. Regular follow-up appointments are required for prescriptions to be refilled.

**MENTAL HEALTH EMERGENCY:** For Erie, contact Crisis Services at Safe Harbor Behavioral-- Health at **814-456-2014**; address: **1330 West 26th Street, Erie, PA**.

For Meadville, contact **814-724-2732**. Emergency mental health care is also available by going to your nearest emergency room.

**EMERGENCY PAGER: Call 814-720-8373** for urgent problems that need my response before the next business day. If your call is urgent, please state your emergency in your message. Please call back if I have not returned your call within 2 hours. If I am on vacation, I will have information on my voicemail on how to reach the psychiatrist covering my practice.

**PUNCTUALITY:** I attempt to maintain appointments on schedule. If you are more than 5 minutes late, please call so that you may be rescheduled. If I am running 10+ minutes behind schedule, you may request to reschedule.

**EXTENDED APPOINTMENTS:** Appointments which exceed the scheduled duration will incur a higher charge. You may be responsible for additional costs.

Rev. 5.4.19

Welcome – Page 2

**CANCELLATION / NO SHOW POLICY:** Regular appointments are important to maintain symptom improvement and for health monitoring. “No Show” appointments are when patients do not show up. A charge of $40 will be applied after the second “no show” or cancellation within 24 hours of a scheduled appointment. A third “no show” may result in termination of treatment at this practice.

**LABORATORY TESTS/EKG:** In order to monitor medications, laboratory tests and/or an EKG may be ordered by me. It is important to get these done in a timely manner. You may receive a reminder call if results have not been received by our office within a certain time period. You will be called with results when they are received. If you do not get a call from our office within 3 days after your tests, please call this office. Do NOT assume we have received results.

**FORM COMPLETION:** Forms, such as Medical Leave paperwork and Family Medical Leave Act (FMLA), will be completed during your appointment. If additional or extensive time is needed for   
completion of the forms, additional charges may be incurred. Please discuss with Dr. Bailey.

**MEDICAL EXCUSES FOR JURY DUTY:** Medical excuses for jury duty will only be provided to patients identified as having impaired judgment due to mental illness.

**PAYMENT FOR SERVICES:** I participate in a limited number of insurance carriers as was discussed prior to your evaluation. Payment of copayments, coinsurances, deductibles, self-payment for services, and other charges are due at the time of your appointment. A charge of $10 will be applied for billing of copayments and other charges.

**TERMINATION OF TREATMENT:** This practice will terminate treatment for the following conditions, including: non-compliance with medications, 3 missed appointments, non-payment of services, non-compliance with follow through of recommendations, such as medical care, referral to specialists or facilities, or referral for chemical dependency treatment.

My telephone only receives voicemail. I do not communicate by text messaging or email due to confidentiality issues. **Please do not text message my office or cell phone**.

I look forward to working with you. Please discuss any questions you may have with me.

Robin L. Bailey, M.D.

Rev. 5.4.19