

## Office Policies & Procedures

### MISSED APPOINTMENT POLICY

- The fee for a missed appointment or a cancellation or reschedule within 48 hours of the appointment is \$50.
- We understand emergencies happen and we would like to work with you. We can offer a later appointment on the same day if you are not able to keep your original appointment time. All no show fees are going to be collected prior to the appointment.
- It is the patient's responsibility to arrive for their appointment in a timely manner.
- Reminder emails and text messages are a courtesy, please make sure that your appointments are documented so that you will remember.
- The staff will not call the patient to schedule an appointment. It is the patient's responsibility to call the office.

### MEDICATION REFILL POLICY

- If you need a refill on your medication please send a secure message through the patient portal with the name and number of your pharmacy and the name of the requested medication for refill.
- If the provider wants to see the patient within a specified timeframe then a refill will be provided till you are seen.
- If you miss the patients misses their follow up appointment then no refill be be provided until they are seen.
- For controlled medications for adults, the patient needs to be seen by the physician.
- For controlled medications for children we will provide 1 refill in between appointments for a small fee.
- If the patient lets a controlled prescription expire then they will be charged a fee for rewriting the prescription.

### RESCHEDULE POLICY

- We will reschedule your appointment and charge a \$50 fee if you are 15 minutes late for your appointment.
- **Two full business days** notice is **required** when canceling an appointment. Appointments that are canceled or missed without two full days notice will be charged **\$50**. No future appointments will be scheduled until this fee is paid.

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- All no show fees are collected **prior to the appointment**.
- It is the patient's responsibility to arrive for their appointment in a timely manner.
- Reminder emails and text messages are a courtesy, please make sure that appointments are documented when they are made.
- The staff will not call the patient to schedule an appointment. It is the patient's responsibility to call the office.

### RESCHEDULE POLICY

- We will reschedule the appointment and **charge a \$50 fee** if the patient is more than **15 minutes late** for their appointment.
- **Two full business days** notice is **required** when canceling an appointment.
- The fee for or a cancellation or reschedule **within 48 hours** prior to the appointment is **\$50**.
  - No future appointments will be scheduled until this fee is paid.

### MEDICATION REFILL POLICY

- If the patient needs a refill on medication send a secure message through the patient portal with the name and number of the preferred pharmacy and the name of the requested medication for refill.
- If the provider wants to see the patient within a specified timeframe then a refill will not be provided until the patient is seen.
- If the patient misses their follow up appointment then no refill be be provided until they are seen.
- For controlled medications for adults, the patient needs to be seen by the physician before a refill will be given.
- For controlled medications for children we will provide 1 refill in between appointments.

### CONTROLLED MEDICATION

- For adults, the office will be checking the patient's controlled medication history every time a prescription is written.
- The physician has the right to refuse to write a prescription if they feel it is getting redirected.
- The physician will authorize a limited amount of medications and verify the patient is not getting refills earlier than sanctioned.

## **Office Policies & Procedures Continued**

### **COMMUNICATIONS**

- If the patient or parents/guardians need to speak with the provider, they must make an appointment.
- Appointments can be made by calling the front desk at **512-902-6920** or **in person**.
- Send an email to **officemanager@austinfamilypsychiatry.com** about administrative concerns and staff will get back with an answer as soon as they are able to.
- The patient portal can be located at **onpatient.com**
  - The patient portal is to be used to communicate directly with the provider solely regarding questions about medications and refill requests.
- If you are having an emergency we advise that you call 911 or visit your nearest hospital.

### **WHAT TO EXPECT FOR THE FIRST APPOINTMENT**

- The patient must arrive **20 minutes** prior to your first appointment time in order to complete the registration process. To expedite the process, please print and complete the new patient forms from the website prior to arrival.
- If trying to submit a claim for out-of-network benefits to the insurance company, please bring the necessary forms to be completed.

#### **Please bring the following to the first appointment:**

- Patient's insurance card
- List of current prescriptions and/or over-the-counter medication, including dose and frequency
- Information about patient's medical and surgical history
- Recent test results, x-rays, or relevant records

### **TERMINATION OF PATIENT-PHYSICIAN RELATIONSHIP**

*We will terminate the patient-physician if the patient is not compliant with the office policies.*

We also reserve the right to terminate your status as a patient for the following reasons:

- If we feel the script has been tampered with
- If the patient has 2 or more no show appointments
- If the patient is aggressive or uses profanities towards staff
- If the patient comes to the appointment under the influence
- If we deem the patient needs a higher level of care