Practice Expectations & Office Policies

(Updated April 15, 2019)

**Welcome to Space Coast Psychiatry.** We are here to provide you with the best care possible. In order to do this, we ask that you read and understand our Office Policies.

At Space Coast Psychiatry, we want You to take an active role in your care. We are here to work with you to improve your mental health. It is very important for you to take responsibility for participating in your treatment which includes working with the doctor to make and achieve your treatment goals, and with the office staff to ensure that your treatment is financially covered.

**Appointments**

Everyone’s time is very important. Please arrive on time or preferably 5 minutes early to complete assessments for your appointment. At times, the doctor may have to address an emergency or urgent situation. We will do our best to keep to our schedule and keep you informed of any delays or changes. If you are late for your appointment, you may be rescheduled, may have to wait to be worked in if time allows, or only be seen for the remainder of your allotted appointment time, depending on the circumstances and the doctor’s or office staff’s discretion.

If you are unable to make your appointment, please contact us immediately and our staff will attempt to reschedule your appointment. Late cancellations (with less than 24-hour notice) or any missed appointment, will be charged a $50 fee. You can leave a message about a cancellation at any time. Appointments missed due to an emergency or illness will require documentation in order to waive this fee. Due to the high demand for appointments, “not showing” for an appointment will result in discharge from the practice permanently, if there is no response within 30 days of the missed appointment.

All minors (under the age of 18) must be accompanied by a parent or legal guardian that can make decisions about treatment issues. Please contact our office ahead of the scheduled appointment time to discuss any situations where this may not happen. Our office reserves the right to reschedule an appointment if a minor arrives unaccompanied. If a parent that does not attend the appointment requests a call from Dr. Llinas to discuss care, a private pay fee will be collected. *We recommend that all parents or legal guardians arrange to attend all of your child’s appointments, if you want to be involved in treatment.*

Due to time constraints, we will not allow other providers (i.e., counselors, therapists, school officials, etc.) to attend regularly scheduled appointments with a patient or parent/legal guardian.

Working together is our priority. If at any time you, or your parent/guardian, fail to attend appointments regularly, become non-compliant with treatment recommendations, choose to discontinue treatment without discussing this plan with the doctor, you will be discharged from the practice and not be allowed to return. We will forward your records to another provider of your choice with a properly executed Authorization to Release Information.

**Confidentiality**

All information between Psychiatrist/Therapist and Client is held strictly confidential *UNLESS*:

1. The Client authorizes release of information with his/her signature.
2. A Court order signed by a Judge.
3. The Client presents a physical danger to self.
4. The Client presents a danger to others.
5. Child/Elder abuse/neglect are suspected.
6. In order to improve the quality of care, it may be necessary for professionals working at Space Coast Psychiatry to discuss information regarding your case.

In cases 4 and 5, we are required by law to inform the potential victims and legal authorities so that protective measures can be taken.

Dr. Llinas will not willingly participate in any court proceedings. If you, or a parent/legal guardian, is in need of this service, our office will assist you to locate a forensic provider. This can interfere with the therapeutic relationship. You or your child will be discharged from Space Coast Psychiatry immediately.

**Financial Terms:**

All co-pays, co-insurances and deductibles will be collected at the appointment time. If an account balance occurs, it must be paid at the next appointment or within 30 days of receiving a statement from Space Coast Psychiatry.

We will attempt to verify your health plan/insurance coverage and policy limits. We will attempt to submit claims to your primary insurance carrier on your behalf, if Space Coast Psychiatry/Dr. Llinas is an in-network provider.

Secondary insurances will not be billed. You are responsible to pay any copays, deductibles and/or co-insurance for your primary insurance. You may request documentation to submit to your secondary insurance, once the primary EOB is received at our office. Please contact the office manager to make this request after you have received your EOB.

If your insurance changes, please make sure that you update your information with the office. If you are not eligible at the time services are rendered, you are responsible for full payment of the service at the private pay rate.

If a check is returned for insufficient funds, you will be given 10 business days to rectify your account. A $25 service fee will also be assessed. All future payments will have to be made via cash, money order or credit/debit card.

If an account becomes delinquent for more than 90 days, and efforts have been made to collect payment, you will be discharged from Space Coast Psychiatry, Inc. Please bring any financial concerns to the attention of the MD or Office Manager.

**Prescriptions**

Dr. Llinas’ primary role in your care will be medication management. He will work closely with you to monitor the effectiveness of your medications. We ask that you take your medication only as prescribed, and that you communicate any problems or side effects to your doctor or to the nurse, as soon as possible. Messages can be left 24/7 at our office for these issues.

We will schedule your appointments in such a manner that you should not run out of medicine. Dr. Llinas uses written prescriptions and will not respond to fax requests for refills. Please do not request your pharmacy to contact our office in this manner. If circumstances arise that you will run out, we ask that you contact us ***during office hours***, and in a timely fashion. It may take up to 72 hours to complete the process.

Some medications may require a Prior Authorization. We will work with your insurance to obtain these as soon as possible. Please have your pharmacy fax us notice for a prior authorization. It can take up to 3 to 30 days for the process to be completed depending on your insurance.

Some medications are considered “controlled substances”. These medications cannot be called into the pharmacy. Written prescription will only be provided during office hours. Depending on your treatment plan, you may be provided up to 3 prescriptions to cover the 3 months between required appointments. These prescriptions are date limited and will expire. You will need to submit these to your pharmacy in a specific order. The law requires you to see the doctor every 3 months for continued medical assessment. If you reschedule or miss an appointment, these medications will not be refilled until you are seen by the doctor.

For all other prescriptions, if you miss an appointment due to a “no show”, “late cancellation”, or patient/parent request to reschedule, there will be a $50 fee for each prescription refill requested. Fees will only be waived for “documented” emergencies or illnesses.

**Letter Request/Forms Completion**

We understand there may be a need to request a letter from the doctor or a form to be completed. If approved, a $25-$50 fee will be assessed depending on the amount of time necessary to complete. Please allow up to two (2) weeks for your request to be completed. Payment is expected upon completion.

**We look forward to working with you. If you have any questions, comments or concerns, please feel free to ask the doctor or the office manager at your appointment. You can also contact us at (321) 613-5595.**