

Psychiatric Policies and Procedures

Thank you for using our medication management services. **In our practice you will be best served when you take an active role in partnering with your prescriber regarding communication, compliance, use of insurance and payment.** Below are important facts about these areas of our practice.

Appointment Scheduling

To safely manage your medications, you should be seen on a regular basis. You must keep your appointments at the intervals recommended by our medical staff to have your medications refilled.

Our medication management appointments fill up very quickly. To keep up to date on appointments and to avoid any lapse in care, we require a follow-up appointment to be made at the end of every appointment. If you are unable to schedule a follow up visit at this time, you may have a longer delay than expected.

In the event that you do not have a follow up appointment scheduled, make sure to call for an appointment when you have six (6) weeks of medication left. Failing to call ahead to schedule your next appointment may result in a scheduling delay, and may affect your quality of care. Except for rare occasions, please expect to obtain an appointment up to one month from the date of your request.

In the event you have a phone conversation with your prescriber that is outside of a scheduled appointment, please note that this is a billable service and patient responsibility applies.

Appointment Times

It is important to arrive early or on time for your scheduled appointment. Initial intake appointments are 1 hour in length. Follow-up appointments last 20-30 minutes. **If you are more than 10 minutes late to an appointment, your appointment will need to be rescheduled.**

In the event that you are on time for your scheduled appointment and have not been greeted by your provider, we ask that you remain patient. Although we do our best to stay on schedule, psychiatry appointments can sometimes be unpredictable and may occasionally go over the allotted time. In the event we are running behind and you are unable to wait, we will do our best to give you the next available appointment, and to address any needs that would otherwise be covered during your appointment.

Missed Appointments/ Cancellations

It is important to stay up-to-date with your appointments. If a situation arises in which you cannot keep your appointment and you will run out of medications because of this, we may provide a refill for you if you:

- have another appointment scheduled within a month
- are not taking a controlled substance
- have consistently cooperated with treatment frequency.

If **you cannot keep** an **INITIAL appointment**, you must **cancel within 3 business days, (business days are Monday through Friday)** or you will be charged a fee of \$170.00. You must cancel within **3 business days for follow-up appointments** as well. A missed follow-up without adequate notice incurs a fee of \$80. This fee will be automatically charged to your credit card that is required to be on file with us. This is a flat non-refundable fee.

If you cancel an appointment, we will reschedule you as soon as possible, but cannot guarantee an immediate spot. In the event that you need to cancel an appointment over the weekend, or are otherwise unable to speak to us, please leave a message or send an email to our administrative staff. Appointment cancellations will be honored based on the time of your contact. If you attempted to contact our office at least **72 business hours** before your appointment, your cancellation will be honored and no fee will be applied.

If you cancel or miss an appointment, you are responsible for re-scheduling by calling or emailing our administrative staff. We can be reached by phone at 267-639-5901 or via e-mail at psychiatry@hornsteinplatt.com.

*** As a courtesy we send appointment reminders automatically via email. Failure to receive an automated reminder does NOT mean that an appointment is cancelled. A missed appointment fee will still apply if for any reason you do not receive a reminder.***

Medications

It is your responsibility to know how much medication you have on hand. It is important to monitor your medication supply and to make an appointment when needed.

Controlled Substances may only be obtained during scheduled appointment times. Except in the event that your provider instructs you to pick up a medication at the office or in an otherwise agreed upon situation, expect to obtain prescriptions for controlled substances **only at your scheduled appointment**. If you accidentally lose, misplace, or otherwise destroy any medication falling under the controlled category (for example, benzodiazepines or stimulants), it cannot be refilled early. These medications cannot be made available to you without an in-person appointment, and by law cannot be called into a pharmacy.

Once we have begun treatment, **you agree to not make any psychiatric medication changes on your own without a discussion with your prescribing provider first**, UNLESS directed by another healthcare professional.

If you have **non-urgent questions** or concerns regarding your medication, side effects, or symptoms, they will be addressed at your follow-up. If your concern is serious, you can schedule an appointment for a sooner time, call us or seek emergency services if needed.

Refills and Prior Authorization

In the event that you need a **refill of a non-controlled substance** outside of your appointment time, allow up to **three (3) business days** for our office to process this request. All refills are subject to verification with your pharmacy, and may require a processing fee of \$20.00 per medication. ***To request a refill you will need to complete the following form:***

Prescription Refill Request Form

When you complete the form and hit ENTER it will be submitted to our secure email-box. This form can be also located on our website via the online forms tab. Once your request has been received you will be notified via email when the request has been processed and the medication sent to your pharmacy.

Ninety(90)-day prescriptions for schedule II medications (stimulants) cannot be provided. Stimulant medications cannot be called into a pharmacy under any circumstances.

If your insurance company requires a **prior authorization** for a medication please have your pharmacist notify us. Allow up to **3 business days** for us to complete the paperwork and/or phone calls required by the insurance company. The insurance company may also require several days for processing the information and to decide about your request. A prescription for a medication does not guarantee that your insurance company will cover the cost.

Standards of Practice

Although Hornstein, Platt and Associates operates as a group practice, all clinical decisions regarding your medication and psychiatric care is *at the discretion of your clinician* and when appropriate, our practice's Medical Director or Assistant Medical Director.

Treatment Plans

Treatment plans are often based on agreed upon terms that have been discussed between a patient and their provider. However, these plans are subject to stipulations made by an individual provider if they feel a requirement needs to be met to continue care. An example of this could be when a prescriber requires that you seek the treatment of a therapist in order to remain on medication.

Reasons for Discharge

include but are not limited to the following:

Failure to comply with any treatment plan provided by your prescriber.

Failure to attend appointments at the frequency suggested by your provider.

Failure to arrive to more than 2 (two) scheduled appointments without notice.

Any misuse and/or mishandling of a prescribed medication.

Taking a medication at any time, frequency, or dosage that differs from the instructions set forth by your prescribing doctor. This includes increasing or decreasing your dosage without your provider's instruction.

Billing and Payment

In order to make our billing and payment process as simple as possible for our patients, we adhere to the following system.

The majority of our patients use their health insurance and copayment for payment of appointments. It is your responsibility to provide us with current insurance information. As soon as you are aware of changes please contact our billing office at 215-732-6308 ext. 4 or email lindastevenshpa@gmail.com.

All patients in our psychiatry department must have a working credit/debit card on file. As we do not have receptionists in our offices, to confirm your appointment we process payment for your appointment by **charging the card on file approximately (ten) 10 business days prior to your session**. If for whatever reason our billing department is unable to collect payment at this time, we will attempt to contact you via email and phone to obtain an updated credit card. Valid credit card information must be submitted within (3)business days of our email/voicemail. Without a valid payment method on file, you will need to re-schedule your appointment until we can obtain new payment information. In addition, patients are not permitted to carry a balance at any time and cannot obtain an appointment while a balance is past due.

We find that removing administrative work from your clinical appointment time assures the best possible use of your visit. We believe that close attention to your health and wellness should be the sole focus of your medication management session to ensure the quality of your care.

Your provider will have very limited information regarding your insurance and payment history. If you have any questions about administrative matters such as billing, insurance or the status of your account, you can call our billing office at 215-732-6308 ext.4.

Medical Records

We will be happy to coordinate the release of your records when we receive a signed release from you. Please note that requests for medical records or documentation may necessitate a processing fee.

The above are standard policies and procedures for our psychiatric services, but may vary slightly based on your provider's individual practice. Our policies and procedures are subject to change. Please check our website for updates of these policies.

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