

## Central Texas Mental Health - Office Policies (5/03/20)

We appreciate the opportunity to serve you and we have developed office policies that facilitate the delivery and quality of care to all of our patients. **\*\*Please keep this document for your records.**

### **Appointments**

1. In consideration of all patients, **individuals who arrive more than 5 minutes late may need to reschedule their appointment.** At the discretion of staff, this policy may be waived on a case-by-case basis and/or allow an abbreviated visit. If you are running late, please let us know as soon as possible.
2. **Cancellations of scheduled appointments should be made with 48\* hours notice, minimum to avoid fee**
3. If a scheduled appointment is cancelled or rescheduled with less than 24\* hours of notice, that will be considered a late cancellation.
4. **The no-show fee is \$25. Late cancellations will be subject to a \$15 fee.\*** (\*separate fees for TMS visits)
5. **Three no-shows or late cancellations in a 12 month period of time may result in the termination of our professional relationship.**
6. Although staff may regularly confirm appointments 1-2 days prior, it is the responsibility and an expectation of the patient to attend follow-up appointments. Follow-up appointments will be typically scheduled after each visit in order to foster continuity of care and availability.
7. While staff and clinicians are normally available by phone, patients are encouraged to make or move up an appointment when a complaint or problem occurs with regard to their mental health. **Please reserve telephone inquiries to clinicians for issues that can be reasonably managed by phone, else scheduling an appointment is recommended. There may be a modest charge for evaluation or management done over the phone if call length is 5 minutes or longer.**
8. It is the responsibility of the patient **to inform us of any changes** in insurance, or other demographic information (address, telephone numbers, emergency contacts, releases of information, email). Please review this information at least annually.
9. **Please do not bring children to the appointments** that cannot sit in a waiting room alone safely and quietly. We reserve the right to refuse service if we deem the child too young to sit in the waiting room alone.
10. We do not see both spouses at our practice as patients, to avoid a conflict of interest in case of separation, divorce or custody issues. Please ask our receptionist for a list of other providers if the need arises.

### **Payments**

1. **Payments, co-payments and balances are due at time of service.**
2. We reserve the right to discontinue our professional relationship if a balance is not resolved.
3. Although our staff may assist, the patient is responsible for being aware of current insurance coverage, including deductibles, co-pays, need for pre-certification, annual visit limits (and how many remaining), out of network benefits (if applicable).
4. If a third party payer (insurance, or other sponsor) fails to resolve the balance, the patient will be responsible. If limits of coverage are exceeded, the patient will be responsible for the full amount. The level of care and frequency of visits as determined by your clinician may exceed what your insurance plan may cover in some instances.
5. Currency bills over \$100 may not be accepted, due to lack of change. Credit and debit cards, cash, checks accepted.
6. There is a \$35 dollar charge for returned checks. \$25 for 3rd party Medical Records requests and \$6.50 for patients' request. **\$5 for certain controlled prescription** refill requests, see below.

## Forms and Refill Requests

**It is the responsibility of the patient to have their pharmacy fax in a refill request with 48-72 hours anticipation** (before medicine runs out) for timely processing. Five business days is recommended. Call your pharmacy before calling the clinic, this process may reduce the chance of error and avoid any fees (see below). Be sure to verify the pharmacy has our correct contact information and fax number and aware we are on **E-prescribe**.

1. Texas law requires patients to be under medical supervision when taking controlled medication. **You may be required to see a clinician before your medicine is refilled if you have missed your prior appointment(s) and/or in order to determine medical necessity.**
2. If a patient is going to run out of medicine within 48 hours, or has already run out (late refill request), the patient may call the office to request the clinician to call it in to the pharmacy.
3. Forms (including disability, FMLA and other reports) may require a separate appointment in order for the clinician to gather information specific to the form from the patient. For Disability Forms, \$95 fee is typical for each forms research, completion and delivery. The fee for FMLA Leave forms is \$25. Our philosophy and goal is to return employees on leave or disability back to normal functioning and work status as soon as possible, this may include recommendation for Intensive Outpatient (IOP) during leave.
4. **C-II medications such as stimulants require as a general rule an appointment for refills.** These prescriptions have an expiration of 21 days, including transit time and processing at mail-order pharmacies. **If the patient loses a prescription or med bottle, lets a prescription expire, or increases the dose, an appointment may be required** to monitor compliance and medical necessity with these more controlled CII medications before a new prescription is issued. Monitoring appointments of patients taking C-II prescriptions as a rule is no less often than quarterly.
5. **There is a \$5 fee for controlled medication refill requests that are made outside of appointment times that are made via phone or fax. To avoid the fee, have your pharmacy send the request electronically.** The State of Texas mandates that a PDMP database be consulted and examined by your provider prior to any controlled medication refill request be granted.

## After-hours Resources

1. Services will be provided to the patient within normal business hours.
2. **In case of an emergency, the patient may call 911 (for medical or psychiatric emergencies), 472-HELP (suicide hotline for Travis Co.) or may go to a local Emergency Room or psychiatric hospital (or a combination of the above.) Please see our website Resources at centexmh.com**
3. **Psych Hospitals: Shoal Creek Hospital (512) 324-2000 Austin Lakes Hospital (512) 544-5253**
4. Urgent Care Centers (Nextcare etc.) can be a resource for short-term refills (bring your empty bottle) and Pharmacies can dispense a 3 day (a.k.a. "loaner") supply at their discretion.

## Compliance

1. It is our hope and expectation that patients are motivated to improve their mental health.
2. It is the responsibility of patients to comply with agreed-upon treatment plans and recommendations from the clinician (treatment alliance and therapeutic relationship).
3. Our office uses **Mentegram** Psychological Testing as an aid in your treatment. You have the right to refuse this (and any other treatment) however it may be considered noncompliance with medical recommendations.
4. Repeated instances of non-compliance (failure to get labs, failure to follow-up with therapists, self-medicating, and others) will be considered potentially hazardous and a violation of office policy.
5. Our providers may administer **oral/blood/urine drug screening** in order to monitor compliance and appropriateness of certain medications. **Consent is voluntary, but refusal may limit medication options your provider can prescribe.**

6. Treatment is based on the informed consent of the patient. If you have any questions or concerns regarding medications or other aspects of treatment, please query your provider. Do not consent to any medication or other intervention before considering yourself adequately informed.

## Hygiene

1. It is the responsibility of the patient to groom and dress appropriately for a medical appointment. Although rare, repeated instances of inappropriate dress or hygiene may be considered a violation of office policy. Do not show for your appointment intoxicated.

## Behavior

1. We understand that patients experience many difficulties as a result of mental health problems or other reasons and we strive to provide the best outpatient service for our patients. However, if at any point staff or clinicians feel threatened by an individual, this may be cause for immediate termination of our professional relationship. Threatening behavior includes (but is not limited to) direct or indirect threats towards staff or other patients, lewd behavior, **verbal abuse**, yelling or physically damaging property. **Please be civil at all times.**
2. Deliberately misleading staff or clinicians may be grounds for termination of our professional relationship, depending on the circumstance.

## Confidentiality

1. The clinic understands the need to keep your matters confidential, and we will act in good-faith to maintain your matters private. Please use caution in leaving us home or work numbers to call you back, as leaving a message or conversing there may jeopardize your confidentiality. Please keep you contact information current in cases of moving, divorce, job change, or phone change.
2. Staff or physicians may require a release in order to speak to family members or other providers, unless the clinic believes in good faith there is an emergency and it serves your best interests (principle of beneficence). Please ask the receptionist for releases for anyone you would like to have access to your information ahead of time. **Review and update your Release form at least annually as well as your Contact Information.**
3. Certain 3<sup>rd</sup> party payers, labs, courts and other entities industry may need access to some of your protected health information (PHI). Please see HIPAA statement. While patient confidentiality is protected and highly valued, exceptions to physician-patient confidentiality do exist pursuant to state and federal law.

\*Unless otherwise specified, "hours" refers to business hours of the clinic.

**Severe or repeated violations of office policy may result in a discontinuation of our professional relationship. If the patient doubts the validity of violation, he/she can contact our office to discuss. You reserve the right to end our professional relationship at any time. We look forward to serving you!**

This Office Policy may be updated in the future without notice; however a current copy can be requested at our office, by mail or fax, free of charge. If any policy is in conflict with state, local or federal law, that policy or portion of that policy will be considered null and void. Central Texas Mental Health is a DBA ("doing business as") of Round Rock Mental Health PLLC, formerly known as Round Rock Mental Health PA.

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## **Central Texas Mental Health Notice of Receipt of Office Policies**

*Policies can be found stapled, at the back of this paperwork—Please ask for a copy of these policies from the receptionist, if you do not have one*

I, \_\_\_\_\_ have received a copy of Central Texas Mental Health's Office Policies (effective 5/3/20).

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Today's Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date of Birth