

Policies and Procedures for West Cary Psychiatry

Electronic Medical Records and Patient Portal

West Cary Psychiatry uses Electronic Health Record (EHR) software to maintain your medical record. By signing this policy, I am authorizing West Cary Psychiatry to obtain, electronically prescribe and share my medication history with any pharmacy and/or doctor. I am also being made aware in this form that use of the secure patient portal is available, and I am authorizing its use.

Prescriptions

Please note that the providers of West Cary Psychiatry require at **least 48 hours notice** to process your prescription refill. For all stimulant prescriptions outside of scheduled appointment times, or if an emergent request for all non-controlled medication is required, you will be charged a \$25 fee. We ask that all medication refill requests be made through your pharmacy so that we may make use of our EHR and electronic refill capabilities.

Urgent/Emergency Contact

We understand the need to reach a provider urgently at times, outside of usual business hours. Please note that this is a clinical service that the practice provides; and the providers make lifestyle changes to make themselves available to you on an urgent/emergent basis. It should not be used for having more immediate access to your provider based on convenience. There is a charge for this service, and by signing this agreement, you are also agreeing to this charge. Insurance companies do not reimburse for this expense. Providers usually do not take phone calls when they are with a patient, but you can leave a message with the office staff or voicemail. If you are registered with our patient portal, you may also send a non-emergent message directly to your provider through the portal. Every effort will be made to return your call as soon as possible.

If you are experiencing a life threatening emergency, please call 911. The clinic is not an appropriate treatment environment for emergencies. If you are experiencing other emergent situations that need immediate attention of the on-call provider after conventional business hours and cannot wait until the next day, please call (919) 439-5302. If your call is not returned in a reasonable time and you require immediate attention, please call 911, or the Mobile Crisis Unit in Wake County at 877-626-1772.

Calls for **refill requests and other non-urgent matters** made to the on-call provider will be subject to the fees listed in Telephone Consultations section. There will be a **minimum charge of \$25** for all non-urgent requests and calls.

Appointments

If you arrive 10 minutes late or more to your appointment you will be asked to reschedule. The appointment will be considered a missed appointment and the appropriate fee will be charged. One or two late patients cause the entire daily schedule to fall behind. This is an inconvenience to everyone. We strive to see every patient as close to their appointment time as possible.

If you are unable to keep an appointment, please notify our office immediately. **If an appointment is missed or canceled without 24 hours notice, you will be subject to a fee of \$100.**

Please bear in mind that multiple missed appointments may result in termination of your care by our clinic. West Cary Psychiatry has several appointment reminders, including email reminders and

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the patient portal. These reminders are a courtesy to the patients and cannot be guaranteed. The responsibility for remembering the appointment is ultimately yours. Please note that insurance carriers do not pay for cancelled or missed appointments.

Inclement Weather Policy

In the event of inclement weather the office will make every attempt to update information about an office closure or delay on its Facebook page. If the office is closed or delayed the scheduled appointments for the affected times will be rescheduled.

Telephone Consultations

Telephone consultations may be suitable or even needed at times. If the provider needs to have a long and extensive telephone conference with other providers as part of your treatment, you will be billed for these services at the same rate as for office visits. If you are concerned about this, please be sure to discuss it with your provider in advance. Please note, most insurance companies do not reimburse for this expense. There is no charge for calls about appointments or similar business during normal business hours.

Phone calls to patient or patient representative

	Fee
Low complexity	\$0-25
Moderate complexity	\$26-50
High complexity	\$51-100
Phone calls to insurance or disability providers	\$ 25-50 per 15 min
Phone calls to others	\$25-50 per 15 min

Forms and other Paperwork

Due to high demand for these services and the increasing administrative burden to the practice, there will be a fee for letters or paperwork completed in the course of your care. The charge for these services is based on complexity, as determined by the provider.

Simple letter or disability form	\$20
Moderately complex letter or disability form	\$40
High complexity letter or disability form	\$60

Fees for Copying Medical Records

To cover costs incurred in searching, handling and copying medical records, a fee for each request shall be assessed as follows, with a minimum fee of \$10.00, inclusive of copying costs, for mailing medical records for the patient or the patient's designated representative:

\$0.75 per page for the first 25 pages

\$0.50 per page for pages 26-100

\$0.25 for each page in excess of 100 pages

Returned Checks

It is the policy of West Cary Psychiatry to charge a fee of \$25.00 for all returned checks, of which payment is due within 15 days of receipt of notice. Once an account has a return check fee charge assigned to it, only cash or credit card payment will be accepted for that account.

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Insurance Information and Payments

As a courtesy to you, West Cary Psychiatry and its providers will accept assignment of any insurance benefits for which the providers are in network. We will also file health care claims directly to your insurance company. However, payment of all applicable co-pays, co-insurances and deductibles (or any other amount not covered by your insurance) is required at the time services are rendered.

West Cary Psychiatry will not be able to file claims with your insurance company unless you provide us with accurate and complete information about all of your insurance plans. It is your responsibility to ensure that we have the correct information and that you promptly inform us of any changes in your insurance coverage. You also are legally required to sign an agreement assigning insurance benefits to us, as laid out in the practice agreement.

Similarly, many insurance companies are now managing their mental health benefits through distinct subsidiaries or separate companies. This means you should consult your insurance company regarding your mental health benefits. Remember that a quote of benefits from your insurance is not a guarantee of payment.

Also, some insurance companies approve a set number of approved sessions and then require prior authorization for any further services. You are responsible to advise West Cary Psychiatry when you are in need of prior authorizations. Regardless of the issue, you are ultimately responsible for all charges incurred for your treatment.

If, for any reason, your insurance company(s), or third party payer (such as parent or spouse) does not reimburse West Cary Psychiatry for services rendered, you will be responsible for those charges. Attempts to collect this balance will be made for days 30-90 past due. Any balances that age past 90 days will be transferred to a collection agency, and you may be terminated from the practice.

Agreement

Upon signing this agreement, you agree, in order for us to service your account or to collect any amounts that you may owe, that we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, unless notified otherwise in writing. We may also contact you by sending emails, using any email address you have provided to us. Methods of contact may include pre-recorded/artificial voice messages and/or use of an automatic dialing device, as applicable.

When you sign the practice agreement, you are agreeing to all the policies laid out here in this document. These policies are non-negotiable, and failure to sign represents your desire to terminate with our practice. Any treatment relationship with West Cary Psychiatry requires agreement to the above policies and procedures.