



Medical and Mental Health Clinic
1420 Valwood Parkway Ste. 170a
Carrollton, Texas 75006

OUR OFFICE POLICIES – PLEASE READ THIS CAREFULLY BEFORE YOU SIGN!

PSYCHIATRY: Our practice is limited to the treatment of emotional and mental disorders and substance abuse. We are a general psychiatric practice with interests in psychotherapy, medication management, substance abuse, family treatment, and family and marriage counseling.

OFFICE HOURS: Office hours are Monday through Wednesday 9:00 AM to 4:00 PM and appointments can be scheduled during these hours. Patients may be seen outside these hours for an additional charge.

EMERGENCIES: Call our office at (469)626-8195 After hours your call will be forwarded to our paging service. Occasionally, another physician may be responsible for the care of our patients. We assure you that he/she is competent to care for you during our absence. Do not call or text our cell phones as we do not accept such calls/Texts. Our office and physicians do not use or respond to emails related to patients.

PREVENTATIVE MEDICATION: Recent advances in psychiatry have included fantastic improvement in the use of medication for depression, manic-depressive illness, and schizophrenia, as well as improvement in the treatment of anxiety, phobic disorders, alcoholism and Narcotic Addiction. However, these medications may have minor side effects and a risk of more serious ones. A patient should never change his/her medications without talking with his/her physician. Medications should be monitored closely by your physicians, as this will give you the best results. We are a team. (Please note that our doctors will periodically run a prescription drug history report via the Prescription Drug Monitoring Website. This report does not give us a complete list of your medications. It will only give us a list of controlled medications). Please call us whenever you have any questions about how to take your medication(s) or side effects. We would rather you call us than not! There is no charge for routine calls during office hours. However, you may be charged for telephone consultations for psychotherapy, and for telephone calls after business hours. It is also required that you bring all medications prescribed by us and all other physicians, including over-the-counter drugs, to each appointment so that these may be checked thoroughly. Failure to do so may result in your having to return with them prior to your prescription being completed.

CREDIT POLICY: Patients are personally responsible for their charges. Payment is requested at the time of each visit, unless otherwise arranged in advance with our office manager. We welcome the discussion of fees prior to performing any service. There will be a 1.5% monthly finance charge plus a \$25 administrative rebilling fee for past due and current balances that are not paid at the time of service. There is a \$35.00 charge for all returned checks and declined credit card charges.

INSURANCE: Our office will be glad to help you in the completion of insurance forms. However, this office does not accept assignment for outpatient treatment, and we cannot accept the responsibility for collecting your insurance claim or negotiating a settlement on a disputed claim. You are responsible for payment on your account within the limits of our credit policy. *If we are contracted with your insurance company, you will be responsible for your co-pay at the time of service, plus any unpaid balance on the account once your insurance has paid its portion. All co-payments are due at the



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time of service. A \$25 administrative billing fee will be charged for failure to pay your balance in full or the co-payment at the time of service.

MISSED APPOINTMENTS: It is the policy of this office to charge for all appointments, unless cancelled forty-eight (48) hours in advance. We realize you will have an excellent reason for late canceling or no show, but we still charge for the dedicated time we have set aside for you. We do not book more than one patient for a particular time slot. All cancellations must be made by the patient during office hours Monday through Wednesday 9:00 AM to 4:00 PM with our front office staff. **Please note that we do not accept cancellations left on our voicemail. You will need to speak with our staff and will be given a cancellation number when canceling your appointment in time. We will bill your credit card for the full rate, so it is now necessary to obtain a credit card number to hold your appointment. Please remember that insurance companies will not pay for the missed appointment(s). You will be responsible for the full rate of the missed appointment.

TELEPHONE CALLS: After hours, weekends, or holidays calls should be for emergencies. Do not call for routine matters or appointment scheduling. There will always be a charge for these calls. The minimum charge is \$50.00. We do not refill controlled substances afterhours, weekends, or holidays. (we do not have your chart) Authorization to Communicate: I authorize on behalf of Keturah Health, Dr. Davis, and its staff to contact my current | prior physician(s), hospitals, and other facilities to discuss my treatment as needed to provide me with complete quality of care.

POLICY ON PRESCRIPTION REFILLS:

Recent advances in psychiatry have brought about significant improvement in the treatment of many illnesses, including depression, panic disorder, anxiety disorders, manic depressive illness, schizophrenia, obsessive-compulsive disorder, and others. However, all medications have side effects, and some of these can be serious. The interactions of various medications which a person takes are important, and these medications need to be coordinated and monitored by your physician.

To get the best results, the physician and patient must have a partnership that includes their working together for the best results, with the fewest side effects, the least inconvenience, and the lowest cost.

For this reason, it is required that you bring all medications prescribed by us and any other physicians, including over-the-counter drugs, to each appointment so that these may be checked thoroughly. At each appointment, you will be given enough medication to last until your next follow-up visit. If you fail to bring in your medications or change your appointment, so that you run out of the medication, you will be causing extra work for our office staff and physicians. For this reason, there will be a \$35 charge for calling in your first refill and \$10 for each addition prescription that must be refilled during that same phone call to the pharmacy. We will not refill your routine medications after hours, weekends or holidays. This must be done during office hours and you must request refills yourself. Do not have your pharmacy call or fax us with the request for your medication(s). We will not refill these requests. **PLEASE DO NOT WAIT TO CALL WHEN YOU ARE COMPLETELY OUT OF YOUR MEDICATION. WE NEED AT LEAST TWO BUSINESS DAYS TO CALL IN PRESCRIPTIONS.**



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It is dangerous to change your medicine on your own without talking to your physician. It is also dangerous to stop your medication on your own, without first consulting with your physicians. Changing your medication or the dosage, without discussing this with your physician, puts you at risk.

If your appointment is changed because of a change in the doctor's schedule, then, of course, you will not be charged for the call-in refill.

Increasingly, insurance companies and pharmacy benefit managers are requiring "prior authorization" for psychotropic medications. There has been a large increase in the number of calls we receive from pharmacies notifying me that a prescription we have written has been denied by one of these entities. These denials are based on a variety of criteria, from the company refusing to pay for a certain medication, to refusing to cover any more than a certain quantity per day or month, to refusing to pay for brand name medications when generic alternatives are available. Please do not infer from a prescription being "denied" that the medication is somehow experimental, inappropriate for you or contraindicated. We have found much variability between companies in terms of which medications are approved and which ones require authorization, and further, that these rules are frequently changing, even within a certain plan.

We are happy to provide the insurance company, managed care company or PBM with the clinical information necessary to get approval for your prescription. However, because of the increasing number of these calls, and the accompanying forms and letters that often must be provided, I have instituted a charge for this service. As in the above rule for prescriptions that are called in, any calls, letters or forms that are required for

prescription approval will be charged a fee.

1. Bring ALL your medications FROM ALL DOCTORS; BRING THE BOTTLES to each appointment.
2. Don't change your medication on your own.
3. If you must reschedule your appointment, try to do so early enough that your medication does not run out.
4. Allow two business days for prescriptions to be called in.

ADDITIONAL CHARGES: We will automatically charge your bill and credit card for completing disability forms, prior authorizations, leave of absence forms, copying your chart for insurance companies or providing additional copies of your fee tickets.

SUMMARY: We hope that we will be able to provide you with the finest psychiatric care possible with an expertise and knowledge of the field as up to date as possible. I have read this carefully in its entirety.

Patient's Name: _____ Patient's Signature: _____ Date: _____