



OFFICE POLICIES

Thank you for choosing Emerald Psychiatry & TMS Center! We realize that you have a choice in medical providers and are pleased that you have chosen to seek care with us. Our staff strives to exceed expectations in care and service to make your experience with us as comfortable and stress-free as possible.

Consent to Treatment

You will be asked to sign a "Consent to Treatment" at your initial visit and as required by your specific treatment plan. Each step we take to assist you will be explained clearly, so you understand both the benefits and challenges of each treatment recommended.

Privacy and Confidentiality

The privacy of all medical records and other individually identifiable health information will be protected at all times. You will be offered a copy of our Notice of Privacy Practices at your initial visit.

Hours of Operation

Our office is open Monday-Friday 8:00am to 5:00pm. Occasionally, clinicians may schedule appointments outside of regular office hours. Our clinicians are not routinely available evenings, weekends and holidays. If you have an emergency, please call 911 or go to the nearest emergency room. You may leave a non-emergency message on our office phone 614-580-6917. If you need an appointment, prescription refill or test results, please call during regular business hours. E-mail is not an appropriate way to communicate confidential information, emergency or urgent issues that need to be handled after regular clinical hours. Feel free to leave a voice mail message for any "non-emergent" matter. We attempt to return each call no later than the following business day.

Appointments

Emerald Psychiatry & TMS Center is committed to providing quality care to our patients. To ensure timely continued care, we encourage patients to schedule appointments as far in advance as possible. When calling for an appointment, please provide your name, telephone number, chief complaint/reason for visit, as well as any updated contact or insurance information. While we strive to give all our patients the time that they require, and schedule appointments appropriately, emergencies can and do occur. For this reason, we kindly request your patience and understanding should a delay or rescheduling become necessary on your appointment date. To ensure quality care, Emerald Psychiatry & TMS Center will not treat patients who have not previously been evaluated by our medical staff (i.e., we will not call in prescriptions or offer medical advice for patients prior to their initial visit).

Cancellation, "No-Show" and late to appointment Policy

Our goal is to provide quality medical care in a timely manner. We have implemented an appointment/cancellation policy to enable us to efficiently deliver care to all our patients. We request a minimum 24-hour notice if you will be unable to attend your scheduled appointment. If you are 10 minutes late to your appointment you will be asked to reschedule to another time.

- All NEW patients who fail to attend or cancel without a 24-hour's notice will be assessed a \$100 fee.
- All FOLLOW-UP patients who fail to attend or cancel without a 24-hour's notice will be assessed a \$50 fee.
- Appointments cancelled within a 24-hour's notice will be assessed a \$25 fee.

Please note: these fees must be paid before future appointments will be scheduled or medication refills will be prescribed. If you arrive late to your appointment, you may need to be rescheduled.

The above cancellation policy enables us to better utilize available appointment time for all our patients.

Excessive no shows or late cancellations

It is important for you to keep your scheduled appointments as it allows us to maintain your mental health needs and prescribed medications. If you miss 3 scheduled appointments without notification or incur excessive late cancellations (less than 24-hour's notice) of your appointments, you may be discharged from our practice. If it is determined that you will be discharged from the practice due to the causes listed above, you will receive a letter of notice via U.S. Postal Service Certified Mail.

Payments

Emerald Psychiatry & TMS Center accepts cash, personal checks, MasterCard, Discover, Visa and American Express. Checks can be made payable to Emerald Psychiatry & TMS Center. You are expected to pay all co-payments, deductibles and account balances at the time of each appointment. If your account has an outstanding balance for >90 days, we may refer your account to a collection agency and/or discharge you as a patient from our practice.

Medical Records

Per HIPAA guidelines, copies of medical records must be requested in writing. To ensure your privacy, a form for release of medical information must be completed prior to receipt of these materials. Guidelines permit Medical Offices 30 days to complete all requests for records. However, our medical records department will put forth every effort to respond to your request in a timely manner.

Prescription refills & pharmacy information

Please inform Emerald Psychiatry & TMS Center of your choice of Pharmacy and promptly update our staff if this should change. Please allow one to two business days for refill requests. If you need a medication refill prior to your next scheduled appointment, please call our office as soon as possible. We can usually send your prescription to your pharmacy within two business days, so it is important that you do not wait until your medication runs out to call us. There are some prescriptions we cannot refill over the phone, and we may need to see you in our office before prescribing medication for you. If you miss an appointment and run out of medication, you will need to schedule a new appointment as soon as possible.

Insurance benefits assignment and reimbursement

In order to file a claim with your insurance company, you will be asked to sign a "Consent for Treatment" form. By signing this form, you are giving Emerald Psychiatry permission to bill your insurance carrier. This form does not guarantee that we will receive payment for services rendered. The patient, or guarantor, is liable for all charges. Some insurance companies require "preauthorization" prior to treatment although this preauthorization does not guarantee payment. Emerald Psychiatry & TMS Center will assist you in understanding insurance determinations per your specific plan.

E-mail and text messaging reminders

Emerald Psychiatry & TMS Center can provide our patients with appointment reminders via e-mail and/or text messaging. When you provide this information to us, it is only used to communicate with you. We do not share the names, e-mail addresses, and/or telephone number(s) of our patients with any other entities/person outside of this practice, unless required in the coordination of your care with another healthcare provider. If you do not wish to get these reminders, please opt out on the patient registration form.

CRISIS SITUATIONS

For a mental health emergency or crisis situation do one of the following based on the severity and appropriateness of the situation:

- Call the Suicide Hotline at 1-800-SUICIDE or 1-800-273 TALK
- In Franklin County, call Netcare (24-hour psychiatric emergency service) at 614-276-2273
- If you live outside Franklin County, contact your local mental health center for crisis services
- Call 911 or go to the nearest Emergency Room