



EDMOND PSYCHIATRIC ASSOCIATES

2000 Sonoma Park Drive

Edmond, OK, 73013

Jennifer Morris, MD

Lyndsey Jones APRN, CNP

Chester Hendershot, PA-C

WELCOME

Edmond Psychiatric would like to welcome you to this practice and tell you about some of the office policies and procedures.

APPOINTMENTS

Patients are seen by appointment only. Our office hours are 830-500 Monday-Thursday and 8:30-300 on Friday. We close for most major holidays. Your next appointment date and time are given to you at the end of each session. In some cases, if you are seen after office hours, the doctor will ask you to call for an appointment. Please do so as soon as possible as their appointments book quickly. In an effort to decrease the number of phone calls to the office and therefore to serve you better, please put your appointment card in a place that will remind you of your appointment. We will strive to make reminder calls about one day before your appointment; however, it is **your responsibility** to remember your appointment date and time. If you are unable to make it to your scheduled appointment, we require 24 business hour notice to avoid a cancelation fee, 48 business hours for an initial or new patient appointment. The cancelation fee is the amount for the **Full** appointment scheduled. Please note that medications are generally prescribed at appointments; if you miss your appointment or fail to schedule a follow-up, you may run out of medications. These frequently will not be filled until an appointment is made.

PAYMENT

All copayments and deductibles are due prior to services rendered, before you are seen by the doctor. You are responsible for payment for services received. We are on many insurance panels, and will bill your insurance for services. If you have some form of insurance, our outside billing office will submit a claim to your insurance company if we are in network although there are some exceptions. Additionally, some insurance policies require authorization for visits before you are seen in our office. While we may assist with this, it is ultimately the patient's responsibility to ensure that all forms and authorizations are obtained prior to the initiation of treatment. You will be responsible for any amount not covered by your insurance. You may pay with cash, check or credit card. There is a \$60.00 fee for returned checks. Failure to maintain payment for services may lead to discontinuation from the doctor care.

PRESCRIPTIONS

If you call for a prescription, and do not have an appointment to see the doctor or provider, we require that you give us **twenty-four** business hour notice to allow our staff plenty of time to have them sent. If you are on medication, most of the time, your prescription will be sent during or shortly after your appointment to last 30 days or until your next scheduled appointment. Your doctor or provider will likely give you refills at the time of appointment as well. If a refill is needed between appointments, **please check first with your pharmacy** to see if you have refills already. If you do not have refills available, please have your pharmacy fax our office for a refill. If you have no refills available due to missed appointments or canceled appointments, you may be asked to reschedule prior to having medication

filled. Between scheduled appointments, if a refill of a Schedule II or other controlled drug is required, there will be a \$10.00 fee per script. Do not share your medications with anyone else; they are prescribed for you only. We are committed to doing all we can to treat your condition. In some cases, controlled substances are used as a therapeutic option in the management of some conditions. In order to protect both you and your physician, guidelines have been established governing proper controlled substance utilization.

ALL CONTROLLED SUBSTANCES HAVE POTENTIAL FOR DEPENDENCY AND ABUSE

All controlled substances must come from the physician or, during his/her absence by the covering physician, unless specific authorization is obtained for an exception. All controlled substances must be obtained at the same pharmacy, when possible. Should the need arise the change pharmacies our office should be informed. The prescribing physician has permission to discuss all diagnostic and treatment details with dispensing pharmacists or other professionals who provide your health care for purpose of maintaining accountability. You may not share, sell or otherwise permit others including spouse or family members to have access to these medications. It is recommended that excessive amounts of alcohol not be consumed in conjunction with narcotics and other controlled substances. **Medications may not be replaced if lost, stolen, get wet, are destroyed, left on an airplane or in a motel room, eaten by the dog, etc.** Please be aware that stopping some medications abruptly can lead to withdrawal, seizure, and other severe consequences, and in some circumstances death. If the responsible legal authorities have questions concerning your treatment, as might occur, for example, if you were obtaining medications at several pharmacies, all confidentiality is waived and these authorities may be given full access to our records of controlled substance administration.

Early refills will not be given. The exception is that if, for example, your refill is due on the weekend or a holiday, then the refill is authorized the day preceding the weekend or holiday. Please request these refills early on this day, as the office closes early on Fridays. Renewals are based upon keeping scheduled appointments. Please do not phone for prescriptions after hours or on weekends as your chart needs to be available when refills are to be considered. In the event you are arrested or incarcerated related to legal or illegal drugs, refills on controlled substances will not be given. It is understood that failure to adhere to these policies may result in cessation of therapy with controlled substances prescribed by the physician.

The doctors participate in a call group resulting in shared weekend and holiday coverage. Covering physicians may not be part of the doctors' practice, and may not (and likely will not) fill prescriptions on the weekend.

MISSED APPOINTMENTS

If you are unable to keep your appointment, we kindly ask that you give us a twenty-four (24) hour notice so that we may have time to schedule another patient in that time. Please leave a message if you do not speak to anyone directly. Example, to cancel a Monday 8:30 appointment, you must call before Friday at 8:30. Otherwise, if you fail to give a twenty-four (24) hour notice, you will be charged for the time reserved. If you cancel within the 24 business hour time frame and we are able to fill your time slot, you will not be charged. Your insurance will not be billed for the charge as they will not pay for the missed appointment charges. If you miss your scheduled appointment and wish to schedule another appointment, this will be done as soon as your doctor has an opening. You may not be given prescriptions until you come to the office for your appointment. In order not to run out of your medicine, you will need to keep your appointment as scheduled. If you miss or reschedule your appointment and bridge medication is authorized to last until your rescheduled appointment, charges up to \$20 per script may apply. Excessive cancellation or no-show of appointments will lead to discontinuation of care.

OFFICE CLOSINGS

From time to time, Oklahoma weather creates inclement conditions which may impede our ability to see scheduled patients. In the event that we close our office, we will call our scheduled patients as far in advance as possible to inform them of the office closing. In addition, we will leave a recorded message on our answering machine for any patients who call our office after hours or on those days we are closed. If you are a patient who lives out of town, our policy is if your local schools are closed due to weather conditions, then you are not required to give us the usual 24 business hour notice. However, we do ask that you kindly give us a call to inform us that you will not be at your appointment due to weather conditions and that your local schools are in fact closed. We can reschedule your appointment at that time as well.

AFTER HOURS

The answering service is available after hours for emergencies. The service is not utilized to cancel appointments or to call for refills. Our answering machine is available for non-emergent messages. The answering service has been instructed regarding these calls and most often will not put these calls through. If an urgent matter arises after hours, please contact the answering service and the doctor will return your call at no charge. The doctors participate in a call group, as mentioned above. All members of the call group are actively practicing psychiatrists. Emergency coverage is without charge; however, utilizing the service for calls other than emergencies may result in a fee for medical services. The answering service number can be accessed by calling the office phone line for the number.

LEGAL MATTERS

Should the need arise for one of the doctors to interact on your behalf, whether or not at your request, you are responsible for the fees associated with this interaction, unless otherwise set forth in advance. These fees are to be paid in advance.

MEDICAL RECORDS

Requests for medical records must be made in writing. In addition, an appropriate HIPAA form must be complete. Please allow 2 weeks for processing of medical records request. Also, note there may be an additional charge for this service. Medical records provided to another physician carry no cost.

CHILD CUSTODY

If your child is subject to a child custody agreement you will need to provide a copy of it to Edmond Psychiatric Associates prior to the minor being seen.

REFERRALS

It is our policy to make referrals to providers and ancillaries in network with your insurance if possible. Please verify with your insurance that any referral is in network and if not please contact us and we will work to find help you find one. This will aid in continuity of care and provide cost savings.

We look forward to providing you care and thank you for the opportunity