

Office Policies Revised July 1, 2018

Appointments:

Please be respectful of other patients' appointments and arrive on time for your scheduled office visit. If you are running late, please contact our office. If you arrive more than 15 minutes late, you may be asked to be reschedule your appointment.

Missed Appointments:

Any appointment that is missed without 24 hours notification will be subject to a fee. The rate for first occurrence is \$50. Any occurrences thereafter will be charged the full fee for the appointment. The payment will need to be paid in full prior to scheduling your next appointment. Emergency circumstances (i.e., hospitalization, accident, death in the family) will be addressed on an individual basis.

Patients arriving 10 minutes late to the scheduled appointment time will be asked to reschedule. Such tardiness will be counted as a missed appointment.

Termination Policies:

A patient may be terminated/dismissed from our practice for the following reasons:

- 1.) When the patient or guardian of the patient is dangerous, threatening, or abusive (including swearing at staff).
- 2.) When the patient or guardian of the patient fraudulently solicits or uses controlled substances.
- 3.) When the patient or guardian of the patient refuses to follow recommended medical treatment or threatens to leave the practice when medical advice is repeatedly offered.
- 4.) When the patient or guardian of the patient has missed THREE appointments within a six-month period.
- 5.) When the patient or guardian of the patient repeatedly fails to pay bills or respond to THREE consecutive billing statements. Submission to collections will occur when THREE consecutive statements are unanswered. Dismissal will occur at the discretion of the physician; the patient or guardian of the patient may be given the option of paying the bill in full to resume medical care.

Upon termination/dismissal, River Bend Family Psychiatry, PLLC. will provide EMERGENCY CARE for a period of THIRTY DAYS, in order that the patient may establish medical care with another medical clinic.

**Medication refills:**

Please allow at least 4-5 business days for any refill request. Every effort will be made to respond to these requests as soon as possible, but it is your responsibility to give advanced notice. Please be advised that if you have missed appointments, you may be denied a refill until you return for a scheduled appointment.

Payment Policies:

Payment is due at the time of service. Payment options include: cash, check, Visa, MasterCard or Discover. Dr. Zoch is considered an in-network provider with Blue Cross Blue Shield of Texas PPO and an out of network provider for all other insurance companies. River Bend Family Psychiatry PLLC does not file insurance claims for out of network insurance companies, but a statement can be provided upon request which can be submitted to insurance for reimbursement. We will make our best attempt to collect the appropriate copay amount based your contractual obligations with BCBS

Telephone calls/Emergencies:

The office telephone is answered Monday through Friday 8am-5pm and checked frequently on Tuesday and Thursday. Dr. Zoch may not be immediately available to answer your phone but will make every effort to return your call as soon as possible, generally within 24 hours. In case of emergency, please call your local crisis intervention, 911 or go to your nearest emergency room. Non-emergent calls made after hours will be billed at \$300/hour.

Client Information:

An authorization is required to release any information on a client. If we do not have an authorization on file, we will not release any information regarding medical record, appointment times, or payment information. If anyone will call on your behalf (such as a spouse, parent, personal assistant, etc.), please make sure you fill out an authorization form allowing use to release information with whomever you choose.

Electronic Communications:

River Bend Family Psychiatry PLLC utilizes an online patient portal with Valant to view upcoming appointments, payment statements, and electronic communication with staff. Information that is entered into the portal is encrypted and automatically becomes part of your electronic health record. No one can diagnose your condition via email or other written information and communication via our portal cannot replace scheduled appointments with your physician. Emails are checked during business hours only and should not be used for a matter requiring urgent attention. **Should you require urgent or immediate attention, we recommend you call 911 or go to your nearest emergency room.**



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I have read and understand the Office Policies and I may obtain a copy if requested.

Signature

Date

Printed Name

Email address