



Your Journey to Wellness

Office Policies

Thank you for choosing Psychiatric Professionals of Georgia for your health care needs. As part of your relationship with Psychiatric Professionals of Georgia, a clear comprehension of our office policies is important so you will understand office procedures, individual responsibilities, financial liability, and the extent and limits of various forms of communications. These policies may be updated over time for which you will be notified. Current office policies are also listed on the website, www.psychprosga.com.

X _____ Appointments

- Appointments can be requested by telephone or through the patient portal.
- Appointments will be confirmed by text/email ahead of time; however, it is the patient's/guardian's responsibility to keep track of the appointment to avoid charges for missed or cancelled appointments.
- Appointments can be cancelled by the provider if the patient is more than 10 minutes late to their appointment. The patient will be subject to the full charges.

X _____ Cancellations/Missed Appointments

- If an appointment is cancelled less than 2 business days in advance, or missed, the patient/guardian is subject to a no-show fee of \$50.
 - This fee will need to be paid **in full** before future service is provided.
- After 2 missed appointments within 1 calendar year or 3 missed appointments within 2 calendar years, the psychiatrist will have the right to dismiss a patient from PPG due to treatment noncompliance.

X _____ Charges & Payments

- **Payment is due at the time of service.** CASH or CREDIT CARD (American Express, Visa, MasterCard, & Discover) are the only acceptable forms of payment (please bring exact change as PPG does not carry cash).
- Current Cash Rates:
 - New Patient Evaluation: Range of \$225 to \$300
 - Follow-up Visit: Approximately \$200
- Rates are subject to change, but the patient/guardian will be notified by the time of scheduling an appointment.
- The adult accompanying a minor to a session, even if they are not the legal guardian, will be responsible for payment at the time of the service. Arrangements for advance payments can be made.
- There will be charges for services provided outside of individual appointments (such as provider fee forms and lengthy telephone calls provided by provider)



Office Policies (continued)

X _____ Medication Refills

- Medications will be refilled at each appointment if it is clinically appropriate so that patient will not run out before their next appointment
- If due to a missed appointment a patient runs out of medications,
 - the non-controlled medication(s) will be refilled one time only (if deemed clinically appropriate by the treating psychiatrist) until next available appointment.
 - the controlled medication(s) will be refilled one time only for up to 30 days (if deemed clinically appropriate by treating psychiatrist) and an appointment must be made within that timeframe to be evaluated in person.
- Medication Refills will **NOT** be performed in the following cases:
 - After office hours (including possibly late Friday afternoon requests) or over the weekend
 - During Holidays
 - For patients who **repeatedly** miss appointments
 - If there is suspicion of abuse of medications or failure to comply with urine drug screen requirements

X _____ Prior Authorizations

- PPG will perform prior authorizations; however, it is important to understand that these authorizations do take several days to be approved.

X _____ Forensic Policy

- Should providers from Psychiatric Professionals of Georgia be subpoenaed to appear in court or provide testimony via phone, a charge of \$2000 will be applied per day of legal obligation no matter how much time is involved to fulfill the obligations of the subpoena. This fee is in place because court appearances/testimony may involve indefinite times of the working day requiring cancellation of previously made appointments of other clients. The \$2000 amount is to be paid to Psychiatric Professionals of Georgia prior to services rendered.

X _____ E-mail

- Risk of using Email: Psychiatric Professionals of Georgia offers patients the opportunity to communicate via a patient portal that is secure. We strongly encourage use of the patient portal for communication. However, you may also email PPG at psychiatry@PsychProsGA.com. Do not send emails to any other email address you may come across. Transmitting patient information by unsecured e-mail has a number of risks that patients should consider. These include, but are not limited to, the following risks:
 - E-mail can be circulated, forwarded, and stored in numerous paper and electronic files.
 - E-mail can be immediately broadcast worldwide and be received by many intended and unintended recipients.
 - E-mail senders can easily misaddress an e-mail.
 - E-mail is easier to falsify than handwritten or signed documents.
 - Backup copies of e-mail may exist even after the sender or the recipient has deleted his or her copy.
 - E-mail can be intercepted, altered, forwarded, or used without authorization or detection.
 - E-mail can be used to introduce viruses into computer systems.
 - E-mail can be used as evidence in court.



Office Policies (continued)

- We cannot guarantee the security and confidentiality of e-mail communication, and will not be liable for improper disclosure of confidential information that is not caused by our intentional misconduct.
- Providers may forward e-mails internally (within Psychiatric Professionals of Georgia) to staff and agents as necessary for treatment and other handling needs. We will not, however, forward e-mails to independent third parties.
- All e-mails to or from the patient concerning diagnosis or treatment will be made part of the patient's medical record. Because they are a part of the medical record, other individuals authorized to access the medical record, such as staff and counselors, will have access to those e-mails.
- The patient/guardian is responsible for protecting his/her password or other means of access the patient portal. Psychiatric Professionals of Georgia is not liable for breaches of confidentiality caused by the patient/guardian or any third party.
- Psychiatric Professionals of Georgia shall not engage in e-mail communication that is unlawful, such as unlawfully practicing medicine across state lines.
 - It is the patient's/guardian's responsibility to follow up and/or schedule an appointment if warranted.

X _____ Telephone

- Please call with any urgent, clinical questions. We will return your call within 48 hours but earlier if possible.
- Please do NOT leave a message in case of emergencies. See emergency procedures below.
- There is no charge for emails or brief phone calls (<5 minutes). If a phone call lasts >5 minutes, then there will be a service fee of up to \$30 for the service provided.
- Text messaging is NOT an acceptable form of communication

X _____ Confidentiality

- In the course of therapy with a child, it is important for Psychiatric Professionals of Georgia to gain his/her trust for therapy to work. Although legally a guardian has access to a child's record, please understand that in order for a child to build this trust, material revealed in one to one sessions should be maintained confidential between the provider and the child. However, if it is determined that a child is doing things or is exposed to things that are life endangering, the guardian will be notified.
- All information disclosed within sessions is confidential and may not be revealed to anyone without written permission except where disclosure is required by law.
 - Disclosure may be required in the following circumstances:
 - Where there is a reasonable suspicion of child abuse or elder adult physical abuse
 - Where there is a reasonable suspicion that the patient presents a danger of violence to others, or where the patient is likely to harm him or herself unless protective measures are taken.
 - Pursuant to a legal proceeding.



Psychiatric
Professionals
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Your Journey to Wellness

Office Policies (continued)

X _____ **Emergency Treatment**

- If for some reason, you cannot reach Psychiatric Professionals of Georgia directly and patient/guardian deems there is an emergency, they are directed to call 911 or go to the nearest emergency room for immediate services. You may also call the Georgia Crisis and Access Line at 1-800-715-4225 or the National Suicide Hotline at 1-800-273-8255 (1-800-SUICIDE).

X _____ **Conduct and Dress Code**

- Patients/guardians are required to abide by the clinic policies
- Patients and/or guardians are required to wear appropriate shoes and clothing
- Disruptive or aggressive behavior can lead to dismissal from the clinic

X _____ **Items Not Allowed**

- Food and/or beverage is not allowed on office premises
- Use of tobacco products are not allowed on clinic grounds
- Weapons or firearms are not allowed on clinic grounds

X _____ **Consent to Provide Treatment**

- Psychiatric Professionals of Georgia may provide treatment in the form of medication therapy, psychotherapy, laboratory testing, diagnostic procedures, and other appropriate alternative treatments.
- You have the right to:
 - Be informed of and participate in the selection of the treatment methods and plan
 - Receive a copy of this and all consents as well as request your records at any time
 - Withdraw any consent at any time

PATIENT/GUARDIAN ACKNOWLEDGEMENT

I acknowledge that I have read and fully understand the Psychiatric Professionals of Georgia office policies. I understand and have been explained the financial policies includes charges and payment options. I understand the risks associated with the communication of e-mail and telephone between providers and myself. I have been explained the limitations of Psychiatric Professionals of Georgia availability to the client and emergency procedures. Any questions I may have were asked and answered.

Print Patient's Name: _____

Print Name of Parent/Legal Guardian: _____

Signature Patient or Parent/Legal Guardian: _____ Date _____

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