

Piedmont Psychiatric Clinic - Form #10

35 Collier Road N.W., Suite M-215

Atlanta, Georgia 30309-1613

Telephone: (404) 355-2914 Fax: (404) 355-2917

www.piedmontpsychiatricclinic.com

Adult, Adolescent, Family and Administrative Psychiatry

Dave M. Davis, M.D., D.L.F.A.P.A., F.A.B.F.P., F.A.B.P.N.
Annie Cooper, M.D., F.A.B.P.N.

Tom Dixon, L.C.S.W.

PATIENT INFORMATION - - - PLEASE READ CAREFULLY

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

OFFICE HOURS: Office hours are Monday through Friday 8:00 AM to 5:00 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 (404) 355-2914. After hours your call will be forwarded to our paging service. Occasionally, another physician may be responsible for the care of our patients. You may be sure that he/she is competent to care for you during our absence.

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, and alcoholism. However, these medications 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 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 requested that you bring all medications prescribed by us or by any other physicians, including over-the-counter drugs, to each appointment so that these may be checked thoroughly.

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 \$10 monthly rebilling fee for balances over thirty (30) days. There is a \$35.00 charge for all returned checks and all 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.

*In the event that 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 time of service. **A \$25 billing fee will be charged for failure to pay 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 canceling or no show, but we still charge, as this time was set aside for you. All cancellations must be made by the patient during office hours Monday through Friday 9:00 AM to 3:00 PM with our front office staff. Monday appointments must be cancelled by 1:00 PM on Friday, and Tuesday appointments must be cancelled by 3:00 PM on Friday. ****Please note that we do not accept cancellations left on our voicemail.** You will be given a cancellation number for your records 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 the full rate of the missed appointment.

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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.

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.

In order 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 requested that you bring all medications prescribed by us or 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 \$25 charge for calling in your first refill and \$10 for each addition prescription that has to 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.**

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.

Therefore, to avoid risk and the extra charge for call-in refills:

1. Bring all your medications 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.

Print Patient’s Name

Patient’s Signature

Date

