



# Red Mountain PSYCHIATRY

## Practice Policies

### Scheduling, Cancellations, No Shows

- Red Mountain Psychiatry operates by appointment only.
- Appointments can be scheduled through the website, phone call, or Headway.
- We kindly requests 24 hours' notice for cancellations or rescheduling of appointments.
- Appointments canceled within 24 hours may result in \$100.00 fee that needs to be paid prior to rescheduling your appointment.
- No show appointments will result in a \$100.00 fee.
- If you are 10 minutes late for your scheduled appointment, you will need to reschedule. Following two or more late arrival times this may result in a \$100.00 fee that needs to be paid prior to rescheduling your next appointment.

### Emergency/Crisis

- In the case of an emergency/urgent matter or you're experiencing a crisis please call 911 or the National Suicide Prevention Lifeline at 988. You may also call the 24/7 Axis Hotline at 970-247-5245.
- If you are a patient who requires frequent crisis management, or has a history of requiring this, you may be better served by a more comprehensive mental health practice that can better address these ongoing issues. We strive to provide or refer the most appropriate level of care for all patients.

### Fees, Payment, and Insurance

- Online payment through Headway platform only.
- A superbill can be requested to assist in reimbursement from insurance or other healthcare plans.
- If a fee is incurred by the patient (e.g. cancellation, no show, or court fee) this may be paid online or via personal check.
- Overdue accounts (those that have remained unpaid for 60 days) will be turned over to a collection agency as a final resort for non-payment.

### Communication

- At Red Mountain Psychiatry we request that communication with your care team/provider be through the patient portal that is provided. We adhere to all HIPAA

policies/procedures and our patient portal is HIPAA compliant. Please allow up to 3 business days for a reply.

- We also provide a confidential voicemail that you may utilize to contact your provider. This voicemail is monitored only during Red Mountain Psychiatry's business hours and voicemails will be returned within 48 business hours.

#### Medication Refills

- Refills will not be provided when the office is closed/outside of office hours, on weekends, or holidays.
- Patients are responsible for knowing when medications will need to be refilled. Refill requests may be made during scheduled appointments, through the patient portal, or through your pharmacy.
- Please allow up to 5 days for refill requests to be addressed—this gives the provider and the pharmacy time to process each refill.
- Medication changes and/or adjustments will not be made in between appointments. You must have an appointment with the provider to discuss.
- Medication refill requests may not be honored if the patient has missed or cancelled one or more appointments.

#### Controlled Substance Prescription

- Per safe prescribing principles/recommended guidelines there will be no automatic refills on controlled substances. You must contact the office (scheduled appointment, patient portal, through the pharmacy) when you need a refill.
- A lost or stolen controlled substance prescription will not be replaced.
- Red Mountain Psychiatry will utilize the Prescription Drug Monitoring Program (PDMP) for every controlled substance prescription.
- If a controlled substance has been prescribed by another provider, you are not guaranteed a refill by Red Mountain Psychiatry.

#### ADHD diagnosis/treatment

- Red Mountain Psychiatry offers treatment for patients diagnosed with ADHD. We DO NOT offer formal testing/assessments for diagnosing ADHD; however, we can provide referrals to providers in the community who are able to conduct this assessment.
- Prescription of a stimulant medication will only be initiated if the patient meets one of the following criteria:
  - o The patient provides sufficient documentation of a prior comprehensive ADHD psychological testing battery conducted within the past three years, regardless of treatment or
  - o The patient was tested for ADHD anytime in the past and has a history of treatment with sufficient documentation (e.g., letter or records from the treating providers documenting diagnosis and treatment response).
  - o Red Mountain Psychiatry will not prescribe ADHD stimulant medications to patients unable to provide this documentation.

#### Provider absence/weather emergencies

- In the event your provider will be absent for your appointment, the office will notify the patient as soon as possible and arrangements will be made regarding any treatment or medication refills. Your appointment will be rescheduled.
- Regarding inclement weather—Red Mountain Psychiatry provides telehealth services. In many cases, if you or the provider are unable to make the appointment in person due to weather, the appointment can be changed to a telehealth appointment.

#### Limitation of Services

- The following services are not provided at Red Mountain Psychiatry:
  - o Custody evaluations, parental assessments for use in determining custody or visitation.
  - o Forensic evaluation for legal services.
  - o Disability evaluations, including Short Term Disability and determining leave of absences from work.

#### Court Proceedings

- Preparation, travel time, and testimony for court proceedings will incur fees.
- \$400/hour *or any portion thereof* for appearances or documents requested more than one calendar week (7 days) in advance. Again, this includes travel time to and from court (from Red Mountain Psychiatry office location), meetings with your attorney, paperwork related to the court proceedings, and actual testimony.
- \$500/hour *or any portion thereof* for appearances or documents requested *less than* one calendar week (7 days) in advance.
- If subpoenaed for testimony, Red Mountain Psychiatry requires a non-refundable deposit of \$1200, due no later than one calendar week (7 days) prior to the date of testimony, for each day we are required to appear for testimony, regardless of whether we are called on that day or not.