

## CRISCAR P.A. PATIENT POLICIES

### EMERGENCIES/AFTER HOURS:

- Emergency phone call assistance by our providers is available by pager 512- 205-2884.
- During normal business hours, the doctor will set up an emergency appointment. If it is before or after normal business hours, a recording will provide instructions for reaching a psychiatrist.
- **Medication refills are not emergencies**, please allow us 24 hours on weekdays, and 48 hours on weekends, to do it. **Please do not page the doctor for refills.**
- For controlled substances such as prescriptions for ADHD. We advise you to request refills 1 week in advance, you can use our website to request refills: [www.austinspsychiatrymd.com](http://www.austinspsychiatrymd.com).
- **Beginning May 2013, There will be a \$15.00 charge for the prescription.**

### APPOINTMENT CANCELLATIONS:

- When you schedule an appointment, the provider's time is blocked for you. Any appointment cancellations should be done with at least 48 hours notice.
- **A cancellation within 48 hours of the scheduled appointment will;**
  - **Result in a full fee of the normal visit rate, you will be responsible to pay this fee before your next visit.**
- Exceptions will be dealt with on a case by case basis and are at the discretion of the doctor.

### PAYMENTS:

- Seton EPN insurance Plan holders need to bring the Insurance card and Picture ID to their appointment.
- Payment for services, including insurance copayments, is due at the time of service.
- If you miss an appointment you will be responsible for the copay of that appointment.
- If a check is returned due to insufficient funds, you will be charged an
  - Additional fee of \$25.
- **If the patient is not the payer of the services, we need a credit or debit card number on file so we can post the payment the day of the service.**
- **Unjustified failure to attend 3 of your scheduled appointments, without a 48 hours advance cancellation, will result in a termination of our services to you.**