

PRACTICE POLICIES

APPOINTMENTS AND CANCELLATIONS:

Appointments can be made by calling the office, or by using the appointment request section of our website at <https://fivepointspsihchiatry.com/current-patients/>.

If you need to cancel or reschedule your appointment, please remember to give a minimum of 24 hours notice in advance. You will be responsible for a \$125 fee if cancellation is less than 24 hours, or if you no-show for your appointment. If you cancel your initial assessment within 24 hours the fee is \$250. The standard meeting time for initial assessments is 40 minutes. Follow-up appointments are 20 minutes in length. If you are late for a session, you may lose some of that session time. If you no show 3 times without proper justification, you will be discharged from services. The above policy is necessary because a time commitment is made to you and is held exclusively for you.

CONFIDENTIALITY:

Separately in your intake packet is the HIPPA Georgia Notice Form. You must review this before starting services. This office is committed to protecting your privacy rights. We agree to ensure the confidentiality, integrity, and availability of all your protected health information.

NONDISCRIMINATION:

Five Points Psychiatry provides equal care for all patients fitting into the scope of Dr. Hines' specialty. Dr. Hines sees patients between the ages of 18-65; every effort will be made to refer new patient request to the appropriate specialty for those outside that age range. Patients will not be discriminated on the basis of, race, ethnicity, religion or sexual orientation.

MEDICATIONS:

Patients are expected to give 48 hours' notice when needing a medication refill. Requests made in less time may lead to disappointment as the process has several layers including a pharmacy's timeline. It is important for you to keep up with your medications and understand when you will be running out. In addition, if you are not in compliance with your appointments, refills may not be processed until you are back in compliance.

Medications that are controlled substances that are lost, stolen or otherwise not in possession cannot legally be refilled less than 28 days after the last refill.

EXTRA FEES:

Due to the intense schedule full of patients that this office keeps, requests for paperwork to be filled out, or letters to be written by Dr. Hines is an additional charge and can range from \$75 to \$175. This includes writing letters for withdrawal from school, letters requesting accommodations at work or school, etc.

AVAILABILITY:

There is 24-hour psychiatrist support for all our patients. Outside of business hours, our phones rollover to our answering service. Through this service Dr. Hines may be paged during the week, or you will be directed to the community psychiatrist on-call. Reasons to call the on-call service afterhours include thoughts of harming yourself or others, concerns about a patient's ability to care for themselves, and/or severe medication side effects such as fever, stiff muscles, confusion, or manic behavior.

All other issues should be reserved for regular office hours. You may call the office and leave a detailed message with the support staff and when Dr. Hines has a break in his schedule, he will return the call. This may mean at the end of the workday or the following day.

SOCIAL MEDIA AND TELECOMMUNICATION:

Due to the importance of your confidentiality and the importance of minimizing dual relationships, we do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc.).

ELECTRONIC COMMUNICATION:

We provide HIPPA secure email and text messaging. You may communicate with us through email at drhines@fivepointpsychiatry.com. Communication through our website at www.fivepointpsychiatry.com is also secure. We have secure text messaging we may use to send quick reminders, or notifications such as 'Dr. Hines is running 5 minutes behind for your appointment' (typically these are for telehealth appointments). You have the options to receive email, voicemail and/or text messaging for appointment reminders. These are all through our secure electronic records system. If you have any sort of emergency, DO NOT use email to communicate this to us. This includes cancelling appointments less than 48 hours out.

OPEN-DOOR:

If you ever feel that you are not getting the care you deserve, please let a support staff member or Dr. Hines know immediately. We are here to help YOU reach your goals. We feel strongly that this is our mission and take it very seriously. Your care is the most important thing to us, and we value that you are choosing this practice for your psychiatric needs. Do not ever feel intimidated;

the only way we improve is through your feedback. Lastly, we never want you to feel like your time and money is being wasted.

TERMINATION:

Ending relationships can be difficult. Therefore, it is important to have a termination session in order to achieve some closure. Termination can happen for a variety of reasons. I will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. We, in turn, appreciate knowing when you will be relocating or leaving the practice and ask that you schedule a termination session. If treatment is terminated for any other reason, such as you have insurance you want to use, and you request another provider, I will provide you with a list of qualified psychiatrists to treat you. You may also choose someone on your own or from another referral source.

The only exception to this, is if you have 3 no-shows in a year without justification. This, as stated above under 'APPOINTMENTS', is cause for immediate termination.

By signing below, I am agreeing that I have read, understand, and agree to the items contained in this document.

Patient Print Name: _____

Patient Signature: _____