

# Our Policies

Dr. Hernandez:

--Accepts patients *age 18-65 years only.*

1. ***To schedule or reschedule*** an appointment, I should call 906-0166 during normal business hours (9 am-12 pm; 2 pm-4 pm).
2. It is my responsibility to notify this office of any ***changes in my address, phone and/or insurance*** and that if I do not provide this updated information I will be responsible for any charges incurred.
3. This office has a policy that I will be responsible for ***attending on time*** any appointment scheduled with my knowledge. Patients arriving more than 5 minutes late for an appointment will be rescheduled at the next available time slot, which is often 1-2 months for follow up visits. ***Patients missing a new patient or hospital follow up appointment will not be rescheduled.*** Repeated tardiness is grounds for termination of care.
4. While this office makes every effort to make ***confirmation phone calls*** the day before a scheduled appointment, it is my responsibility to make note of and attend any appointment scheduled for me with my knowledge.
5. If I miss a follow up appointment or cancel with less than 24 hours notice given I will be required to pay a ***“No Show” fee*** (except Medicaid patients) equal to my co-pay or 25% of the visit charges if I have no co-pay. I further understand that these charges cannot be billed to my insurance company and are my sole responsibility. ***No patient who currently owes a No Show fee will be rescheduled until the No Show fee has been paid.***
6. This office has a ***two No-Show policy*** by which any patient missing two follow up appointments without properly giving notice of at least 24 hours may be terminated from treatment. ***Patients missing a new patient or hospital follow up appointment will not be rescheduled.***
7. If I have an ***emergency situation*** outside of business hours, especially if experiencing suicidal or homicidal thoughts or significant adverse reactions to medications, I will need to call 911 or report to the nearest ER. ***Urgent messages*** may be left with the answering service and will be answered at the on-call doctor’s discretion or by the office staff during business hours if the doctor determines it is not urgent. ***It is highly recommended that I keep track of the medication I have on hand and call for refills during business hours (the earlier in the day, the better) as running out of medication under normal circumstances is not considered by this office to be an urgent message that will be responded to outside of business hours.*** I further understand that misrepresenting my situation to the answering service in order to be transferred to the doctor will be grounds for termination of treatment at this office.
8. Medication ***refill requests*** will not be honored unless it is time for the prescription to be refilled (i.e. medication has been taken in amounts prescribed by the doctor) and that the charge for a requested controlled substance prescription that is not picked up within 7 days of request is \$5 (except for Medicaid patients who will be subject to termination after failing to claim 2 such prescriptions).

9. Prescription *refill requests* will not be honored if I have not seen the doctor within one month (unless the doctor has requested follow up beyond one month) as attendance at follow ups is as important to my treatment plan as medications.
10. Due to potentially addictive natures and the availability of alternate treatment options, the ***doctor does not prescribe Xanax or Adderall*** and that there are no exceptions to this policy.
11. The doctor does not prescribe pain medications and that all patients requiring such medications will be referred to a pain specialist.
12. There will be a ***fee for forms, reports and letters*** requested from the doctor (except Medicaid and Medicare patients) as follows: \$25 for the first 25 pages and 15 cents per each additional page thereafter on records requests, \$10 for short forms, \$20 for long forms and recommendations. Patients requiring any of these services must come in and fill out a request form—no exceptions. Requests may take up to two weeks to fill depending on the number of requests received.
13. There is a \$30 ***fee for phone calls to patients*** (except Medicaid and Medicare patients) that require a moderate level of complexity in medical decision making. This fee is due at the time of the next appointment or can be mailed if the appointment is not within the next four weeks. There is no fee for other phone calls including rescheduling appointments with 24 hour or greater notice, requesting sooner appointments or requesting medications/samples/refills.
14. The ***doctor reserves the right to terminate patient care*** upon verbal or written notice. Upon termination, the patient will be provided with urgent care and refills on recommended medications only for a period of 30 days from notice of termination, allowing adequate time for me to seek establishment with another psychiatrist. Although termination is rare, reasons for termination include, but are not limited to, misrepresentation, misuse/abuse of medications, repeated noncompliance with doctor's recommendations, threatening behavior, conflicts of interests, violation of this office's policies and violation of the doctor-patient relationship.
15. Regular office visits must be maintained in order to continue care in this office. Patients who have not had an appointment in three months and who do not have an appointment scheduled are subject to closure of chart due to inactivity. Charts closed due to inactivity are not re-opened and no further appointments or medications will be provided.
16. Medications must be taken as prescribed. Self-adjustment of medications (increase, decrease, start or stop) without doctor's instruction is grounds for termination of care.
17. All patients being prescribed a controlled substance at this office will be required to undergo random drug screens.