

## **OFFICE POLICIES**

Please contact your therapist first (if applicable) for any psychiatric emergency or crisis, unless it is related to medication. If the emergency or crisis is related to medication (*refills are not considered an emergency or crisis*), please contact the office immediately (after hours you may use Dr. Emory's direct cell, if applicable); he will respond as soon as possible. HOWEVER, if you are experiencing a life threatening medical and/or psychiatric emergency, call dial 911 or go to the nearest emergency room.

In order to assure that our office is efficient and so that we can devote less time to administrative matters and focus on patient care, please adhere to the **office policies below**:

- **We expect that each patient will schedule his or her next follow-up assessment within the time interval that is requested by Dr. Emory (most patients are seen at 1-3 months interval for medication management).** All appointments will be in the office or via HIPAA Compliant Teleconference. If deemed applicable by Dr Emory, a patient may schedule a regular follow-up via telemedicine; however, all patients must be seen IN-PERSON at least once per year to continue receiving prescriptions per Federal and State regulations. **Calling at least one week in advance is more likely to enable us to arrange an appointment that is convenient for you.**
- **Prescriptions will not be renewed if the patient is overdue for a follow-up appointment.**
- **Prescription refill requests may require up to two (2) working days to process.** Such requests cannot be processed after working hours or on weekends and holidays. To simplify the refill request process, ask your pharmacy to fax us at: (310) 277-7723.
- **Medication Prior Authorization (P.A.) requests require up to three (3) working days for the office to process.** Such requests cannot be processed after working hours or on weekends and holidays. Once our office has submitted a P.A. request to the insurance company it can take up to five (5) business days to receive a response. Please allow time for this process. To simplify the P.A. process, ask your pharmacy to fax the required insurance information to us at: (310) 277-7723.
- Requests for letters of medical necessity, insurance evaluations, and disability forms are at the discretion of Dr. Emory. (Dr. Emory is not a forensically trained psychiatrist who specializes in disability evaluations; doctors providing disability evaluations as a service are considered to be independent and unbiased...Dr. Emory is a treating psychiatrist who wants the best for his patients so he cannot evaluate for permanent disability). **Please allow up to fourteen (14) working days for letters to be completed.**
- All communication and treatment notes are part of the patient's medical record. You can request an electronic or paper copy of your medical record; **We will provide a copy or a summary of your health information, usually within 14 days of your request.** We will charge a reasonable, cost-based fee for each paper copy.

- You can ask to correct health information about you that you think is incorrect or incomplete. **Please request corrections in writing**; however, Dr Emory may say “no” to your request.
- **Payment for Dr. Emory's medical services is due at the time it is rendered. We require that you provide a credit card number to keep on file to reserve your initial appointment and/or future appointments.** You may use this card or pay by check at the time of each appointment. *If you have a change of address, phone number, email, emergency contact or credit card information, please inform the office before your appointment.*
- **Dr. Emory does not accept insurance or MediCare.** All patients will be provided an invoice of services to submit to insurance on their own for possible reimbursement. Dr. Emory is not a MediCare provider therefore no claims can be submitted to MediCare for his services. He is an out of network provider for all other insurances as well.
- Cancellations made less than 48 hours before a scheduled appointment and no-shows **will result in the patient being billed the cost of \$200.**
- **Allow extra time for your travel to the office** so that you will arrive on time; as well as please take into consideration that Dr. Emory may require you to fill out additional paperwork as well as he requires you to rest for 10 minutes prior to your scheduled appointment time for the staff to take vitals (blood pressure/pulse). Although we will try to accommodate such circumstances, those who arrive late may have to be scheduled for another day. We do not offer parking validation.

**Dr. Emory reserves the right to DISCONTINUE or TERMINATE CARE for any of the following reasons at any time:**

1. Lack of adherence in treatment which, in my clinical judgment, poses a medical or psychiatric danger necessitating termination of care and/or referral to another provider(s)
2. Inappropriate conduct, abuse, or harassment (including the suspicion of abuse or diversion of medications prescribed for you).
3. Appointments are repeatedly rescheduled, canceled, or you do not attend appointments as well as any violation of my payment policy.

Should Dr. Emory deem more intensive services are needed than he can provide, he will do his best to ensure you are referred for the appropriate level of care; though, he cannot guarantee the receipt or quality of care that others provide.

\_\_\_\_\_ Patient initials

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