

Waverly Psychiatry, LLC

10709 Birmingham Way

Woodstock, MD 21163

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Policies and Procedures**Appointments and Cancellations:**

The appointment time is reserved specifically for you. If you are unable to keep your appointment, please call us at least two business days prior to your scheduled appointment. Except in the case of emergencies, a No Show fee of \$100 will be charged.

In case of a late arrival for your appointment, the full fee is due but your appointment time may have to be cut short so that the patient with the appointment next to yours is not affected.

At the end of each appointment your doctor will recommend when your follow up appointment should be. Not keeping your follow up appointment and not communicating with us about the missed appointment means you have decided not to continue treatment with us.

Phone Calls:

If you need to speak to your doctor between appointments, call and leave a message with your full name, date of birth, question or concern, and a call back number. Please do not leave a message for urgent or emergency situations. If you are feeling suicidal and/or there is another imminent safety concern, call 911 or go to your nearest Emergency Room. You may call the following mobile crisis unit and hot-lines:

-Grassroots 410-531-6677

-Baltimore County Crisis Response 410-931-2214

-National Suicide Prevention Lifeline at 1-800-273-8255

While we do not charge for brief routine phone calls, we will not make major treatment decisions over the phone because such changes require discussion and informed consent. Also, in case of frequent phone calls from you, we will ask you to schedule an appointment instead.

Prescriptions:

We will provide you prescriptions at the time of your visit. An adequate supply will be prescribed

to last until your follow up appointment, if appropriate. Prescriptions will be provided between visits only if mutually agreed upon, or in case of accidentally lost supplies of non-controlled substances. We will not respond to refill requests from a pharmacy. If you need a refill between visits, please call us and leave a detailed message stating your name, date of birth, the name of the medication, the dosage of the medication, and pharmacy information. Allow 1-3 business days for refill requests to be handled.

Financial Policy:

The financial responsibility for the cost of services ultimately lies with the patients (or their parents/legal guardians in case of minors) even if they have an insurance we accept.

If you have insurance we accept, we will submit claims to the insurance. You are responsible for copays and deductibles as applicable according to your plan. Also, you are responsible for the full cost of services in case insurance denies the claim for any reason including but not limited to policy not active on the day of service, and conditions, assessments, and treatments not covered by the plan. We encourage you to contact your insurance company to learn about your coverage.

We do not submit claims to the insurances we are not in network with. We will take payments directly from you and provide you of a statement you can submit to your insurance company. Waverly Psychiatry does not assume any responsibility that your insurance will reimburse you.

We accept major credit cards, Health Saving Account, and checks with a valid ID. We charge a \$35 service fee for returned checks.

Confidentiality:

Your records are confidential. No information will be released without your written consent with a few exceptions explained in our Notice of Privacy Practices. Disclosure of your medical information to other physicians, attorneys, family members or anyone else must be requested and will require you to sign a release of information. We believe in coordinated care. We encourage you to provide us consent to exchange information with your other treatment providers for diagnostic clarity and appropriate, safe, and effective treatment.

Please read our HIPAA privacy notice for detailed information.

Judicial Proceedings:

We will not participate in any legal proceedings, unless mutually agreed upon and unless the fee for our time is paid upfront in full. Please be aware that you are unlikely to get reimbursed this cost by your health insurance.

Jury Duty Exemption Requests:

Supporting your request for jury duty exemption is entirely up to your doctor who will make this determination based on your condition at the time. Having a psychiatric diagnosis and being in treatment alone is not sufficient for jury duty exemption.

Emotional Support Animal Letter:

We do not issue Emotional Support Animal Letters.

Medical Cannabis Certification:

We do not issue Medical Cannabis Certifications. If you are considering using this substance or are already using it and not willing to stop using it, we are not a good fit for you.

Disability Evaluations:

Our documentation may or may not support a disability claim due to the fact that our documentation is primarily geared toward diagnosis and treatment.

Waverly Psychiatry, LLC does not accept any responsibility if you do not get a favorable decision for your permanent, long term, short term, or temporary disability claim, or for a medical leave of absence/FMLA approval request. We will try to fill out brief forms or issue a brief letter during your visit. However, for time consuming lengthy forms and treatment summaries additional fees may be required. Also, for questions that can not be answered without your presence, you will need to schedule an appointment. Since such appointments are not considered medically necessary, your insurance is unlikely to reimburse you for those appointments.

Exclusions:

Please note that won't be able to provide you our services if you have one or more of the following:

- Are dependent on or regularly abuse alcohol or any drug(s) including cannabis
- Use any form of cannabis including CBD oil or medical marijuana
- Take a benzodiazepine (e.g., alprazolam/Xanax, lorazepam/Ativan, clonazepam/Klonopin, diazepam/Valium, temazepam/Restoril etc.)
- Take sedatives/hypnotics (e.g, zolpidem/Ambien, eszopiclone/Lunesta, zaleplon/Sonata etc.) or are seeking treatment with medications to help with sleep
- Regularly take opioid narcotics for pain or substance use treatment (e.g., oxycodone, Percocet, Vicodin, buprenorphine (Suboxone/Subutex/Sublocade), Dilaudid, morphine, methadone etc.)

-Seeking a psychiatric evaluation for any legal reasons, e.g., divorce, child custody, disability, workmen's comp, companion animal or emotional support animal letters, child protective agency cases, criminal/civil proceedings, competency evaluation etc.

-Have a history of suicide attempts/self-harm/self-mutilation or struggle with urges to either end your life or inflict self-harm

-Have a history of violence or struggle with violent behaviors or severe anger issues

-Suffer from an eating disorder (e.g., anorexia, bulimia, binge-eating)

-Have a personality disorder (e.g., borderline, histrionic, narcissistic, antisocial, etc.)

-Are pregnant