

## PMG PSYCHIATRY POLICIES AND PROCEDURES

### CLINICAL ORIENTATION

Our values reflect the concepts of patient centered care, which among other principles holds that each patient is unique and that both the patient and provider have a responsibility to make every effort to work together in a partnership. This is a place of healing. Any behavior that disrupts or threatens safety is not tolerated.

### OUR CLINIC MODEL

We offer psychiatric medication management and therapy. Patients will be returned to primary care providers for ongoing medication management after stabilization. We develop treatment plans unique to each patient offering individual and group therapy, and comprehensive evaluations to identify psychological and/or neuropsychological needs.

### OFFICE HOURS

The clinic office is open Monday-Friday, 8:00 am to 5:00 pm.

### APPOINTMENTS

Our providers make every effort to stay on time, so we ask that you be on time or a few minutes early for your appointments. We have a long waitlist of patients, so we are very stringent on our no show/late cancel policy.

- If you no show 2 times we will no longer be able to see you or prescribe medications
- If you repeatedly cancel within 24 hours of your appointment, we will no longer be able to see you or prescribe medications
- Please bring copay (we except credit only), insurance card and ID to all appointments
- Children under 12 are not allowed to stay in the lobby alone
- If you do not schedule an appointment within 30 days of your last appointment you will no longer be considered a patient of the clinic and your referral will be closed.

### PRESCRIPTIONS

- If you do not make and keep appointments, our providers may not refill your prescription without seeing you first
- Please contact your pharmacy at least **5 business days** before you run out of a medication
- If the prescription requires a hard copy with signature, contact our office at least **5 business days** before you run out of a medication

### TELEPHONE CALLS EMAILS AND EMERGENCIES

- If you are having a life-threatening emergency call 911 or go to your nearest emergency room
- For routine matters, please call during regular office hours
- For urgent matters after hours, please call our clinic to be routed to the on-call provider
- Email is only used for the returning of paperwork. Call the front office for all other matters.

### CONCERN/COMPLAINT PROCESS

- If you have a clinical concern or complaint, please address it with your provider
- If you have a non-clinical concern or complaint, please call our office

### CONSENT

Your signature confirms that you have read & understand these policies and agree to enter into treatment under these conditions.

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Patient Signature

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Date

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