

Welcome to Mid Cities Psychiatry!

In the event of an emergency situation, go to your nearest emergency room or call 911

Please allow us to thank you for choosing us as your psychiatric clinic. To serve you better, please make every effort to provide us the following at least 1 business day prior to your appointment;

- complete Registration and all other relevant forms
- complete meds-lists' name/directions/dose/durations/side effects

Our Nurse Practitioners, Physician's Assistants, Licensed Professional Counselors typically focus on comprehensive psychiatric treatment. Each Nurse Practitioners, Physician's Assistants, Licensed Professional Counselors along with Dr. Seema Kazi has specialized training in Psychiatry to deliver high quality specialty behavioral health services.

Medications and Refill Requests

- To request a refill your pharmacy MUST fax a refill request form to us at 855-295-2686 at least 4-5 business days before your medications end. Please allow at least 4 business days for refill requests to be completed.
- No refill requests will be processed on a weekend or holiday.
- CII prescriptions are highly controlled and followed by the Texas Prescription Program. A \$25.00 fee will be charged for those requested between office visits.
- If you lose the prescription or need a refill; it will only be until your next scheduled appointment after provider's approval (\$25.00 fee will be charged to you). If you do not have an appointment, we'll schedule an appointment for you asap.
- Some medications require a prior- authorization from your pharmacy. This may take 4-5 business days depending on your insurance.
- Patients requesting refills not been seen by a provider in last 60 days or more may be asked to make a follow-up appointment before a refill is considered.
- Patients may be considered an inactive patient if not seen by a provider or in contact with the provider in last four (4) or more months

Communication

- Our administrative staff handles all requests for appointments and correspondence. Every attempt will be made to return your call within 1 business day.
- As a general rule please use your appointment time with the provider wisely. Please discuss any questions/concerns of billing-charges or your balance/credit with our billing staff or our Practice Manager.

Termination of Physician-Patient Relationship

It is the policy of Mid Cities Psychiatry to maintain a cooperative and trusting physician-patient relationship with the patients. When such a physician-patient relationship has not been formed or the relationship is no longer proceeding in a mutually productive manner. The types of circumstances that can result in termination include but are not limited to, the following;

- Treatment / Follow-up nonadherence—Does not or will not follow the treatment plan and/or abuses the medication(s) and/or tampers with prescriptions/documents and/or repeatedly cancels follow-up visits or is a no-show.
- Verbal abuse—Patient and/or a family member and/or a friend is rude and uses improper language with office personnel, exhibits violent behavior, makes threats of physical harm, or uses anger to jeopardize the safety and well-being of office personnel with threats of violent actions, disturbs the practice's peace.
- Cannot be trusted—Deceptive and/or lies.
- Nonpayment—Failure to pay and/or consistent with our payment policy. Owes a backlog of bills and has declined to work with the office to establish a payment plan.

Guidelines for Continued Care

- Your appointment has been reserved exclusively for you and keeping your appointment is your obligation. As a courtesy, MCP will send you an appointment-reminder.
- MCP understands that your time and our providers' time is very important and that's why MCP doesn't overbook or double-book patient's appointments.
- Patients are entitled under federal law to have access to their medical records and we follow all rules, guidelines and exceptions to ensure compliance to patient's rights. Please allow at least 4 business days to fulfill your request.
- If you need a phone session with a provider, please note that you will be billed at the standard office rate.
- For FMLA/STD/LTD or other forms to be completed, an appointment with a provider to be made.
- If medication has been prescribed continuously by the practitioner and inactive status occurs, a maximum of one month of medication may be prescribed while the patient finds an alternative healthcare provider.
- Inactive status may be instituted after three (3) missed appointments collectively in last 90 days.

- If you (or legal counsel on your behalf) request, summon and/or subpoena the participation and/or testimony of any Mid Cities Psychiatry an employee for any reason, including participation at trial, deposition or other the court or legal proceeding, you will be required to provide said employee's hourly rate for the estimated time of participation (three (3) hour minimum) or the payment as restricted by law forty-eight (48) hours in advance of the requested participation. The Mid Cities Psychiatry's employee shall be notified as soon as possible regarding said requested participation and/or testimony but at a minimum at least five (5) business days in advance of said event. Should notice fails to be provided in such a timeframe or payment fail to be made, Mid Cities Psychiatry may seek to quash or otherwise refuse to participate, and may seek reimbursement from you of any legal fees incurred as a result of seeking court protection against such participation.

Name of Patient

Date of Birth

Signature of Patient or Responsible Party (if minor Patient)

Date

Signature of Patient Representative (If Applicable)

Date