

Pondworks Practice Policies for Telepsychiatry Appointments

Welcome to your telepsychiatry appointments! We are excited to partner with you to provide a convenient way for you to work with your provider. This document explains our office practice policies and procedures. Please let us know if you have any questions.

Connectivity: You must use wifi, not cellular, as it provides a more dependable connection.

Contacting Your Clinical Provider: If you need to reach your provider between appointments, please leave a voice mail. Messages are checked several times a day during business hours.

Secure Online Patient Portal: We require patients who use telepsychiatry to have an active online portal account. Please call the front office, (512) 420-2224, to set that up.

Emergencies: Our medical emergency line is accessible from the main phone number (Option 2). If you are unable to reach your provider or are unable to wait for a call back, please call 911 or the Mental Health Hotline, (512) 472-4357, or go to your nearest emergency room. During any scheduled absences, such as vacations, we will arrange to have another clinician available to cover any emergencies.

Prescription Refills: Please allow several days' notice for medication refills. Ask your pharmacy to send a refill request to our office by fax at (512) 367-5756.

Controlled Substance Prescriptions: Federal law requires medical providers to conduct an in-person (not telemedicine) physical examination before prescribing any controlled substance. If you take a stimulant, you must come in person to pick up prescriptions.

Fees: We require a credit card on file for telepsychiatry appointments and will charge it the morning of your appointment. Please speak directly with your provider if you have questions.

Cancellation Policy:

- If an appointment is canceled with **at least 24 hours'** notice, you will not be charged. Providing our office such notice allows us to schedule other patients in your absence. If you do not provide such notice, you will be charged for the visit.
- **Our front office closes at 12:00 noon on Fridays.** To cancel a Monday appointment and not be charged, you must leave a voice mail by noon. Our phone system will capture the date and time of your call.
- The fees are \$150 for missing a therapy appointment and \$100 for medication management.
- Exceptions for extenuating circumstances can be discussed on a case-by-case basis with your provider.

Travel: Our providers are only licensed to provide telemedicine to patients who are physically in the state of Texas. If you travel out of state, you must to reschedule your appointment.

Insurance: If you will be using insurance, it is your responsibility to confirm with your carrier that telepsychiatry will be covered. Please notify the front office if your insurance changes. **If at any point your insurance company determines such treatment is not medically necessary or for any reason does not cover the treatment, you will be responsible for all charges.**