

INITIAL CONSULTATION & CONSENT TO ENGAGE IN TREATMENT

All initial appointments at Lotus Psychiatry & Wellness are consultation appointments. Providers will perform a full evaluation and give feedback regarding the evaluation and any recommended treatment plan. The consultation is designed so that the provider and patient can determine by the end of the initial appointment if they would like to continue working together. If so, the provider at Lotus Psychiatry & Wellness will become the patient's treating psychiatrist. If, at any point during treatment, the provider or the patient determines that the patient would be better served by receiving treatment from a different provider, this will be discussed, and referrals will be provided to the patient.

BILLING & PAYMENTS

Payment is due in full at the time of service via credit card or cash. We accept Visa, MasterCard, American Express, and Discover. Lotus Psychiatry & Wellness is an "out-of-network" provider and is unable to file claims directly with insurance as a form of payment. Patients with health insurance will need to pay out-of-pocket at the time service and are encouraged to submit claims to their insurance and utilize any out-of-network benefits. All patients will be provided with a specialized invoice at the time of payment that contains all information necessary to submit claims for out-of-network reimbursement.

APPOINTMENTS & CANCELLATIONS

Patients are financially responsible for all services scheduled with Lotus Psychiatry & Wellness. If a patient would like to cancel an appointment, notice must be given within two full business days (48 hours excluding weekends and holidays) prior to the appointment. Any cancellations received after this time will be subject to charge for the full session. Please note that insurance plans do not reimburse for missed appointments.

Patients arriving late to appointments will be subject to charge for the full session. Patients who arrive with less than 10 minutes remaining in the appointment will not be seen. The patient will be charged for the full session, and a new appointment will need to be scheduled.

MEDICATION REFILLS

When calling about a refill, please leave your name, date of birth and phone number, along with the medications requested, their dosages, and the phone number of your pharmacy. If accepted by the provider, please allow 2-3 business days for medications to be refilled.

CONFIDENTIALITY

All information shared with Lotus Psychiatry & Wellness will be kept confidential as mandated by HIPAA. Providers may share certain information with a third party only with the express written agreement and consent of the patient AND if the provider deems that doing so is in line with the patient's treatment plan. There are some situations in which providers at Lotus Psychiatry and Wellness may legally be required to take action that could include revealing some information about the patient's treatment. Examples of such situations include imminent risk/threat of self-harm (patient), imminent risk/threat of harm to others, and child or elder abuse. Please refer to the Lotus Psychiatry & Wellness Notice of Privacy Practices document for full details on all privacy practices. A copy of privacy practices is given to all new patients and is also available upon request.

CONTACT INFORMATION

Contact your provider at Lotus Psychiatry & Wellness at 240-428-4834, and your call will be returned at our earliest convenience within one business day. Providers at Lotus Psychiatry & Wellness do not use text messages or e-mail to communicate to patients outside of automatic appointment reminders. Phone calls that require more than a quick response will be charged at our prorated hourly rate. **In the event of a medical or psychiatric emergency, please call 911 or go to your nearest emergency room.**