



## Policies and Procedures

Welcome to the office of Shafi Lodhi, MD. This psychiatry clinic was established to broaden our outreach in the Columbia area and to help those who face emotional and behavioral changes. Our clinic provides care to overcome your unique challenges and begin healing. We believe that it is important that you are given the time and opportunity to carefully examine the challenges you are facing, instead of pushing the problems aside. Our office is warm and welcoming for everyone and it's a comfortable space where you will receive personalized attention.

This Agreement contains important information about our professional services, clinic policies, and procedures. Please review it carefully. If you have any questions, please bring them up at your appointment so they can be discussed.

### Areas of Treatment:

Psychiatrists have the specialized skills and knowledge to diagnose and treat a wide range of problems. Once a full evaluation has been completed, Dr. Lodhi will provide you with initial diagnostic impressions and treatment options. If medication is warranted as an appropriate treatment option, Dr. Lodhi will also be able to prescribe and manage your medications.

### Services and Appointments:

At your first consultation visit, Dr. Lodhi will evaluate whether his services are appropriately matched to your needs. The initial evaluation fee will apply regardless of whether you are taken on as a patient of Dr. Lodhi. Please allot one hour for your initial evaluation. Follow-up appointments last up to 25 minutes.

We are a private psychiatry office and offer care that is personalized for each patient. As such, we do not follow treatment regimens or programs that are dictated by insurance companies and do not participate in any insurance panels. Therefore, our practice is strictly fee-for-service only.

Dr. Lodhi is considered an out-of-network provider and does not directly bill any insurance company. We have partnered with Reimbursify to help you if you wish to seek out-of-network reimbursement from your insurance company.

Payment in full is due at the time of service. Our clinic accepts credit cards.

Professional services provided outside of scheduled appointment times may be subject to a fee. These services include telephone calls, email communication, preparation of records or treatment summaries, writing letters, filling out paperwork, or time spent performing any other service you may request of your physician.

Email may not always be a secure form of communication; all communication with Dr. Lodhi will be through the HIPAA compliant patient portal.

If you are not seen for over a year, you will no longer be considered an active patient of Dr. Lodhi and you will need to schedule an initial consultation for re-assessment.



#### Cancellations and Late Arrivals:

Once an appointment has been scheduled, you will be expected to keep that appointment. If you arrive more than 10 minutes late for your telepsychiatry appointment, you will be asked to reschedule.

Cancellation or rescheduling of appointments requires a 24-business hour advance notice. Business hours are considered weekdays and exclude holidays. A late cancellation is defined as cancellation with less than 24-business hour advance notice.

The first late cancellation or missed appointment will not be penalized. The second late cancellation or missed appointment will result in a fee equivalent to the amount of the normal visit rate. A third cancellation or missed appointment will result in dismissal from the clinic.

#### Privacy and Confidentiality:

Confidentiality is protected by law and is the cornerstone of appropriate mental health care. Our policy is to maintain strict confidentiality. Before you become a patient of our clinic, you will be provided with the Notice of Privacy Practices for Protected Health Information. The Notice of Privacy Practices for Protected Health Information describes ways in which our office may use and share your protected health information. It also describes your rights and certain obligations our office has regarding the use and sharing of your health information.

In most legal proceedings, you have the right to prevent your doctor from providing any information about your treatment. Your records may be subpoenaed for some court proceedings.

There are some situations in which our office is legally obligated to take action to protect others from harm, even if we have to reveal some information about a patient's treatment. For example, if Dr. Lodhi believes that a child, elderly person, or disabled person is being abused, he may be required to file a report with the appropriate state agency. If our office believes that a patient is threatening serious bodily harm to another, we may be required to take protective actions. These actions may include notifying the potential victim, contacting the police, or seeking hospitalization for the patient. If the patient threatens to harm themselves, we may be obligated to seek hospitalization or contact someone who can help.

#### Crisis Services:

Our office does not provide crisis services or any service outside our office hours. If you need emergency psychiatric care at any time, please call 911 or go to the nearest emergency department. The National Suicide Hotline number is 1-800-273-8255. Alternatively, text HOME to 741741 to connect with a Crisis Counselor

Our office reserves the right to update our policies and procedures. The updated policies and procedures will apply to all information we already have about you and any information we receive in the future. The policies and procedures currently in effect is available upon request.