



OASIS PSYCHIATRY PLLC, AUSTIN, TX

OFFICE POLICIES

Welcome to Oasis Psychiatry PLLC. We appreciate the opportunity to work collaboratively with you to provide care for you or your loved one. Please read the office policies carefully and feel free to ask any questions.

Note 1: We accept adolescence Patients only (age 18 and up).

Note 2: Telemedicine/Virtual Appointments only (no on-site visit) at this time.

1. Appointments

Initial appointments can last up to 60 minutes. During this appointment, information will be gathered to help develop a comprehensive treatment plan, and recommendations for further care will be made. An appointment does not guarantee that any specific medication will be prescribed. We do not offer walk-in appointments. Please email to set up initial appointments as well as subsequent appointments.

2. Follow-up Appointments

Follow-up appointments are scheduled as per medical necessity to enable proper care of your medical needs. If a patient does not attend a follow-up visit for more than six months, the patient will be considered discharged from the clinic.

3. Cancellation of Appointment, No-Show at an Appointment, or Late Arrival

If you need to cancel or reschedule an appointment, requests must be called in or emailed at-least 24 hours before the scheduled appointment time. (For Monday appointments, the request has to be made on the preceding Friday, before 12:00 p.m.) If you miss an appointment without providing a 24-hour notice, a late fee of \$100.00 will be charged. Please note that the charge for a missed appointment is not payable by insurance and must be paid by you. If you are more than 15 minutes late for the appointment, it will be rescheduled to another available time and charged/billed for the appointment. In some cases, we may still see a late appointment, but please note that the duration may not be extended. If a patient misses two consecutive



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appointments or misses three appointments in a 12-month period, the patient will be considered discharged from our clinic.

4. **Payment**

You are financially responsible for payment for services provided to you. Payment is required at the time of service. We accept cash, checks, and major credit cards (American Express, Discover, MasterCard, and Visa). A charge of \$30 will be levied on all returned checks. All outstanding balances over 90 days overdue will be forwarded to a collection agency.

5. **Insurance/Fee for Services**

We accept Aetna, Blue Cross Blue Shield, Cigna/Evernorth, ComPsych, United Healthcare, and self-paying patients. We do not accept Medicare, Traditional Medicaid, Superior, or any managed care plans.

The self-pay rates for services are:

- Initial Psychiatric Appointment with a Nurse Practitioner - up to 60 minutes: \$350
- Medication management (follow up) – up to 30 minutes: \$150

6. **Medications**

An appointment does not guarantee that any specific medication will be prescribed. We do not prescribe any stimulants. Depending on your symptoms, a medication may be recommended as part of treatment. Adult patients are responsible for ensuring they take medication as prescribed and notifying us of any side effects or adverse effects.

7. **Medication Refills**

You will be provided with enough refills to last until your next follow-up appointment. If you do need a refill, please ask our office to set up a follow up appointment. Prescription refills are provided during regular business hours (Monday – Friday 9 am to 5 pm) and are not filled on weekends or holidays. Controlled substance prescriptions will be provided for one month at a time and will not be filled early.



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8. Controlled Substance Monitoring

Controlled substances are used to treat several conditions but carry a higher risk of misuse or diversion. For any patient, urine toxicology may be ordered before starting treatment and at subsequent visits as necessary.

9. Laboratory Tests

As part of your treatment, your provider may order laboratory tests. You are financially responsible for any charges for lab visit.

10. ADHD Diagnostic Testing

As part of our comprehensive care, we may request that you undergo specific diagnostic tests for ADHD or related conditions. One such test we may recommend is the QbTest (as an example) type test. The QbTest is a computerized assessment tool designed to measure attention, movement, and impulse control. This test provides valuable data to support the diagnosis and treatment planning for ADHD. The results of this test will be discussed in follow-up appointments to guide personalized care. Patient will be fully responsible for this diagnostic testing. We do not prescribe any schedule II medications at this time.

11. Communication

Use patient portal for communication with your provider. Questions related to appointments, scheduling, medication refills, payments, and billing are answered only during business hours. Urgent phone calls to the provider are charged \$50 for 15 minutes. If the provider communicates with another provider on your behalf, the call will also be charged \$50 for 15 minutes.

12. Emergency

In case of a life-threatening emergency, please call 911 or go immediately to the nearest emergency room. Do not wait to speak to your provider before seeking emergency care.



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13. Confidentiality

We are legally mandated to report any suspected abuse, neglect, or domestic violence to the Department of Family and Protective Services or law enforcement agencies.

14. Office Closures

Our office is closed on all major holidays. In case of inclement weather, the office may be closed on days or times such as Round Rock ISD, Austin Independent School District, etc. are closed. Appointments canceled due to inclement weather will be rescheduled.

15. Forms

For forms requiring clinician signatures, please fill out all required information, sign the form, and submit it to the clinic. Fees for completing forms range from \$35 to \$125, depending on complexity and time required. School accommodation forms, including 504 accommodations or medication administration forms, are assessed a \$20 fee per form. Forms require five business days to complete and cannot be completed the same day.

16. Legal Consulting

We do not provide forensic evaluations, CPS evaluations, disability determination evaluations, medical leave evaluations, custody evaluations, or assessments for parental ability to determine custody or visitation. In situations requiring testimony from our clinician or if the provider is subpoenaed, a fee of \$4000 per day is charged and must be paid upfront and in full.

17. Termination of Service

We reserve the right to terminate services or the professional relationship with any patient at any time.

Effective Date: For the period that the patient is provided care in the clinic.