



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

Patient Intake: Completing the patient intake form is essential and takes approximately 35-40 minutes. Failure to complete this form may prevent us from scheduling your appointment and providing necessary care.

Medications and Refills:

Refill Requests: Submit requests through your pharmacy via fax to 855-295-2686 at least four business days before your medication runs out. Refills are processed only on business days (excluding weekends and holidays).

Controlled Substances: A \$25 fee applies for refill requests made between visits for Schedule II substances, as regulated by the Texas Prescription Program.

Lost Prescriptions: A \$25 fee and a provider's approval at your next scheduled visit are required for any lost prescription replacements. If no upcoming appointment is scheduled, we will arrange one.

Prior Authorization: Some medications require prior authorization, which may take up to five business days, depending on insurance.

Inactive Patients: Patients not seen within 60 days may need a follow-up visit for refills. Inactivity extends to those not seen or in contact for four months.

Communication:

Our administrative staff handles all appointment requests and will strive to return calls within one business day. For billing inquiries, please speak with our billing staff or Practice Manager.

Termination of Care:

Termination of the physician-patient relationship may occur due to nonadherence to treatment, medication abuse, verbal abuse, violent behavior, distrust, or nonpayment of bills.

Guidelines for Continued Care:

- **Appointments:** You are responsible for attending to your scheduled appointments. We send three reminders and adhere to strict scheduling to respect both your time and ours.
- **Medical Records:** Patients have the right to access their medical records under federal law upon the payment of the processing fee; please allow four business days to process requests.
- **Virtual Visits:** Virtual visit sessions are billed at standard office rates.
- **Documentation:** An appointment is necessary for the completion of FMLA/STD/LTD or other forms.
- **Inactive Status:** May be applied after three missed appointments within 90 days. Inactive patients may receive up to one month of prescribed medication while they transition to a new provider.
- **Legal Proceedings:** If legal involvement requires Mid Cities Psychiatry's team members' participation, advance payment at the team member's hourly rate (three-hour minimum) and five business days' notice are required. Failure to comply may result in legal action to oppose the subpoena.

I have reviewed and accept the terms of Mid Cities Psychiatry's Practice Policy. I agree to adhere to and be legally bound by these terms. I acknowledge that Mid Cities Psychiatry retains the right to amend its Practice Policy at any time.

MID CITIES PSYCHIATRY

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