

Welcome to the practice of
Dr. Jason Chang
Child / Adolescent Psychiatrist

The following guidelines have been outlined to help you access treatment and care in the simplest yet clinically appropriate manner. It is important that all patients understand and adhere to these guidelines for continuation of treatment provided by Dr. Chang and Perakis, Resis, Woods & Associates. Dr. Chang wants to give each of his patients that are scheduled for an appointment his full attention, therefore, the following guidelines will help eliminate unnecessary phone calls, voicemails and pages allowing Dr. Chang to see his office patients in a timely fashion.

Appointments

It is important that you keep your follow up appointments in order to ensure continuation of refills of your medication. Dr. Chang's standard of practice requires medication follow up visits occur on a regular basis, not to exceed 3 months. Patients not seen in over 6 months will need to be re-evaluated.

Due to limited after school hours, it is vital that you schedule your follow up appointments in **advance** so it will not interfere with your medication refills. Waiting until the last minute may result in a delay in medication refills and coming into the office for appointments at times that may be inconvenient for you.

Since Dr. Chang' appointment times fill up so quickly, failure to cancel your appointment with at least 24 but preferably 48 hours notice will result in a missed session charge (based on our full rate), which is not reimbursable by your insurance company and will be your responsibility to pay prior to your next appointment!

It remains the patient's responsibility to keep track of their follow up appointments. PRA does not guarantee confirmation calls.

In cases of divorce, the parent/guardian not present at appointments or not actively involved in treatment, requesting information on their child's progress or questioning medication decisions, **must schedule an appointment directly with Dr. Chang for a consult**. Showing up at scheduled appointments for **this purpose** will result in your appointment being rescheduled. Please note the consult may not be reimbursed by insurance. Phone calls requesting updates or explanation of medications is unacceptable and requires a **planned appointment**.

Phone Calls to Dr. Chang

Phone messages left for Dr. Chang should be reserved for the following clinical reasons:

- Psychiatric Emergencies
- Questions regarding side effects, symptoms/problems of recently prescribed medications, needing immediate attention.
- Coordination of care issues, communications with outside professionals/schools regarding treatment or care
- Request for referrals for therapists in our practice for further treatment

Calls that are not brief (over 5 minutes) indicate a need for scheduling an appointment. If calls are not brief, please note that a *charge* may be billed to you, which *may not be reimbursed by your insurance company*. You may request a 30 minute appointment if your issue will require a long dialogue with Dr. Chang. Any calls or updates left on Dr. Chang's voicemail that are meant to enhance an upcoming appointment or replace an appointment will result in an office charge.

Appointments Are Required when the following occur!

- ✓Phone calls, faxes or letters sent with communications/updates on how you or your child is doing, with callbacks or medication refills requested as a result.
- ✓Medication change requests or discussions must be done in person, with a scheduled appointment.
- ✓Discussions/updates regarding the treatment plan or care of a patient

Prescriptions

It is important that you follow up regularly with Dr. Chang for medication follow up visits in order to ensure continued prescription requests be filled.

The following medications are considered **“Controlled Substances”** and **may not be called into your pharmacy** and **require** a written prescription or if your pharmacy accepts electronic prescriptions we may be able to send them electronically.

Ritalin	Dexedrine	Concerta	Vyvanse
Methylin	Focalin	Adderall	Dexedrine Spansules

The above prescriptions are **only good for 90 days from the date written on the prescription**. Prescriptions **cannot** be altered, crossed out or changed. It is a Felony and as a result the prescription becomes void. *Therefore*, it is important that you plan to obtain a prescription in a timely manner and not wait until you have one or none of your medication left. Dr. Chang is not in our office daily and you cannot expect prescriptions be written on the same day. We require at minimum 48 but prefer 72 hours for written prescriptions. Other prescriptions (non-controlled substances) will be sent to your requested pharmacy within 24 hours. If a prescription expires or is lost, there will be a \$15 rewrite prescription fee that must be paid prior to having your rewritten prescription mailed or picked up. Mail order prescriptions are written at appointment times only or we can send them electronically.

Office Hours

Dr. Chang is off call every Thursday! There is an on-call covering psychiatrist available while Dr. Chang is off call for emergencies. Please limit your calls to Dr. Chang on Thursdays to those, which are of an **urgent** or **emergency** nature.

Letters, Forms and School Medication Consents

Please Note: Any letters, forms and consents will not be completed unless PRA has a signed release from the patient (12 yrs and older). Blank releases can be obtained at the front desk.

To better meet your needs and to ensure a timely response as well as continuity of care for you or your child, please allow at least 72 hour notice to complete any required forms, consents or letters. Please complete all sections of any forms that have demographic information on them. Dr. Chang will complete the medication and clinical portion only. Ensure we have the correct name, address and/or fax numbers of whom the fax is to go to so we can forward the required paperwork to the necessary party in a timely fashion. Failure to give proper notice for completion of the form may result in a delay in meeting your request or a fee charged if immediate service is required.

Payment

Co-pays are due at the time of service. If you are a parent and are unable to accompany the patient to the appointment, please send them with a check or we can put a credit card number on file. If there is a divorce agreement between parents on financial responsibility, it is between the parents and not Dr. Chang. The parent that accompanies the patient is responsible for making the co-payment at the time of service. Dr. Chang or PRA is not responsible for upholding the agreements made between parents in divorce situations.

Additional Fees that you may be charged for that may/may not be reimbursed by your insurance company are as follows:

- Phone calls that are not brief or require more than a brief dialogue to address the issue appropriately.
- Treatment planning, communications with other healthcare, school or medical professionals per patient/outside resource request.
- Review of extensive records as part of the initial or follow up sessions.
- Treatment updates/discussions with non-custodian parent or family member.
- Copying of medical records.
- Depositions, court appearances, second opinions, additional services not covered by insurance.
- To rewrite expired prescriptions or for calling prescriptions in over a weekend/holiday.
- Failure to cancel appointments without proper notice.
- Testing materials or testing services beyond typical evaluations.
- Lengthy or “urgent” letters needed to be sent/faxed to outside agencies.
- Staffing attendance at schools, hospitals or other pre-determined locations.

Our goal is to provide you with the best care we possibly can. Adherence to these guidelines will ensure that all patients’ needs are met in a timely, qualitative and responsive manner. Thank you.

Welcome to the Practice of Dr. Chang

I have received a copy of Dr. Chang's Practice Guidelines and have read them completely. My signature below indicates my understanding of Dr. Chang's practice policies.

Printed Patient Name

Patient Date of Birth

Patient Signature (12 and over)

Date

Guardian/Responsible party/Parent Signature

Date

Thank you!