

HEALTH AND HARMONY PSYCHIATRY

Appointments:

- I. Appointments can be booked online via our website, healthandharmonypsychiatry.com or by calling the office at (832) 387-6088.
- II. In person appointments are generally on Thursdays and Saturdays from 9am to 4pm. Telepsychiatry appointments are available Monday, Tuesday, Thursday and Friday from 9am to 4pm.
- III. These dates and times may vary and availability can be checked on the website which is kept up to date.
- IV. If greater than 8 months elapses without you being seen in clinic, you will be asked to schedule an appointment as a new evaluation and charged the new evaluation fee.
- V. If you have require an urgent appointment, we will do our best to work you into the schedule. Keep in mind this may cause a wait and we ask for your patience in this regard.
- VI. The formation of a doctor patient relationship is not formed until after you have been seen for your first appointment and Dr.McDade determines that telepsychiatry can adequately meet your needs.
- VII. Dr. McDade reserves the right to decline the formation of the doctor patient relationship. In this case, we will refund any amount that you have pre-paid in full and provide referrals to other providers as necessary.

Appointment Cancellations:

- Initial Evaluations:
 - Our availability for in person appointments is very limited. Psychiatric care is a limited resource and cancelled appointments essentially eliminate/delay the opportunity for another patient to start much needed treatment. Therefore:
 - Initial Evaluations must be cancelled within 72 hours of the agreed upon appointment time.
 - Failure to cancel an Initial Evaluation with result in a fee equivalent to half of the amount of the Initial Evaluation.
 - Initial evaluations may only be rescheduled once.

- Initial evaluations may not be rescheduled until the fee is paid in full
- Follow Up Appointments:
 - If a follow up appointment is canceled with at least 48 hours notice, the patient will not be penalized.
 - A cancellation within 48 hours of the scheduled appointment will result in a fee equivalent to half the amount of the normal visit rate.
 - A third cancellation within 48 hours of the scheduled appointment will result in a fee of the full normal visit rate.
 - Neither Medicare nor commercial insurers will reimburse for missed appointments, so the patient is personally responsible for any fees levied because of a missed appointment.
 - Exceptions of documented emergencies will be dealt with on a case by case basis and are at the discretion of the doctor.