

H A M D A N I

P S Y C H I A T R Y

Office of Najma Hamdani, MD

Najma Hamdani MD Psychiatric services, PLLC | Practice Policies

Dr. Hamdani's practice, Hamdani Psychiatry, operates under the company - Najma Hamdani MD Psychiatric services, PLLC.

Dr. Hamdani's practice doesn't employ any mid level providers (including APRN, PA). This means that you are always evaluated and treated by a board certified psychiatrist. Psychiatrists have extensive training for up to 20,000 + direct patient care hours. After completing medical school and going through rigorous testing, general psychiatrists go through a 4-year long residency training. Some of these physicians decide to complete various fellowships after completing the residency training to specialize in child psychiatry, forensic psychiatry, addiction psychiatry and many more specialized fields.

A board certified (general adult psychiatry) psychiatrist has completed residency training and has passed an extensive exam to be designated as board certified. In addition, maintenance of certificate requires ongoing medical education and compliance with the governing board's requirements.

New Patient Appointments

All new appointments are 60-90 minutes long and the admission packet is required to be filled ahead of time. Please review all policies outlined here. Please complete and sign all forms in the admission packet, at least 48 hours prior to your appointment. Failure to do so will result in appointment cancellation. Dr. Hamdani doesn't reschedule new evaluations, once a patient no shows the appointment, or it is cancelled due to non completion of paperwork. All patients are required to sign up for a patient portal connected to CHARM, the EMR used by the practice. Patients who don't make a portal and don't complete the process, have the portal access revoked after 2 weeks and are not scheduled. Any exceptions are at Dr. Hamdani's discretion only.

Follow Up Appointments

Follow up appointments are usually 30- 40 min long. The frequency of appointments is decided based on the patient's response to treatment, progress, and mutual availability. But generally Dr. Hamdani will see patients established for medication management only, at least every 4 months, once medication is stabilized, All patients are required to sign up for patient portal connected to CHARM, the EMR used by the practice

Fee Schedule For Cash/Out of Network Patients (Discounted rates for cash payments are only at the discretion of Dr. Hamdani. These are decided on a case to case basis; based on the particular patient's situation.) Dr. Hamdani's hourly rate is \$250. Any discounts are solely at her discretion and only on a case to case basis.

Office Hours and Appointments

Office hours and sessions are by appointment only. Dr. Hamdani doesn't offer appointments outside of her schedule on Friday afternoons. Any exception to this rule is solely at her discretion. This practice is not set up to provide services for acutely ill patients who may need a higher level of care and more frequent contact. All first appointments are considered **a consultation only**. Dr.Hamdani will let you know if she can offer treatment services beyond the first appointment.

Communication

Portal is the preferred way of non urgent and non clinical matters. Dr. Hamdani provides a contact phone line for established patients as a courtesy and an alternate way of communication especially for appointment changes or other non clinical matters related clarification. All patients are required to sign up for the patient portal through CHARM, the electronic secure medical records system, used by the practice. For all emergencies, please access emergency psychiatric help through the Oklahoma State Wide Crisis and Access Line 24/7 at **1-800-522-9054** or by calling 911.

Scheduling Appointments

Initial appointments are made on the patient portal. Generally, subsequent follow-up appointments will be scheduled with Dr. Hamdani at the end of the appointments. If you didn't schedule a follow up appointment at the end of the appointment, you are expected to reach out to schedule a follow up. If you need to be seen before your follow up or need to reschedule or cancel an appt, please send a portal message or a text.

Appointment Changes / Cancellations/No Shows

If an appointment is canceled by the patient with at least 48 business hours notice, the patient/guarantor will not be charged a fee. Any follow up appointments cancellations at less than 48 business hours, and/or no shows will be charged at full appointment fee. Three (3) cancellations without an extenuating circumstance with less than 48 hour notice, and two (2) no shows in, will be grounds for termination of the treatment relationship at Dr. Hamdani's discretion. If there are repeated policy violations regarding communication policy and treatment compliance, Dr. Hamdani reserves the right to terminate services and you will be discharged from the practice. Dr. Hamdani will only provide emergency care for 30 days in that event and/or bridge prescription for 30 days, ONLY if appropriate to do so in her clinical judgment.

New patient evaluations, resulting in no show or cancellation due to failure of doing paperwork, will not be rescheduled. Exceptions will be determined on a case-by-case basis and are at the discretion of Dr. Hamdani. Patients with insurance will be charged their full copay for the visit, in case of a no show or late cancellation.

If, for any reason, Dr. Hamdani must cancel an appointment, the patient will be advised at the earliest possible time and offered alternate dates and times.

All payments are due on the day of service. Any outstanding balance will need to be paid before making another appointment.

Telephone Policy/Portal Policy

Portal is the best way to communicate with Dr. Hamdani. Routine messages made during business hours will be returned within 24-36 business hours. For established patients use of the alternative phone number provided directly by Dr. Hamdani is another way of communicating but not to be used for ongoing medication or symptom management. After hours (messages after 4 pm CST) and weekend messages, also follow the same timeline. If the matter is an emergency, please go to the nearest emergency/urgent care or call 911.

Please be advised that portal/phone are for brief, non clinical messages only (for example, a question concerning *current* medication dosage clarification or script refill). For more issues with medication changes or symptom worsening, please schedule an appointment with Dr. Hamdani through the portal. These options are not to be used for medication changes and treatment changes. Other than on an occasional basis at Dr. Hamdani's discretion, all medication changes and treatment decisions have to be made by making an appointment. Please do not use the patient portal or the phone number for such discussions. Failure to follow the policy and/or violation of this policy, will result in immediate termination from the practice at Dr. Hamdani's discretion.

Medication Refill Policy

Medication refills may be requested through the patient portal. They will be completed within 48 business hours. Dr. Hamdani requires regular appointments at 3-4 month intervals, once symptoms have stabilized and is organized about providing patients with enough refills to last

until the next appointment. As such, this takes care of the need for extra refills. Dr. Hamdani usually doesn't refill medications through pharmacy requests, as pharmacies tend to have high turnover and keep old prescriptions on file and this can at times lead to medication errors. Refill requests have to come directly from the patient. Dr. Hamdani reserves judgement to not refill medications if the patients have not made follow up appointments/keep cancelling/don't respond to communication, not seen for more than 5 months (other than predetermined longer spaced scheduled appointments), and for patients who have been discharged from the practice. All controlled substances will be filled only in compliance with DEA and OBND regulations. Dr. Hamdani regularly uses the Prescription Monitoring System as required by law, before filling controlled substances. There will be no refills for lost controlled substances or prescriptions. If necessary, in such instances Dr. Hamdani will order appropriate tapering doses using her clinical judgement.

It is your responsibility to give the office enough notice if you need refills.

Medical Releases of Information and Controlled Substance Registry

For the purposes of patient safety, every patient who is prescribed medication by Dr. Hamdani is required to sign a release of information that permits Dr. Hamdani to request the most recent history and physical, problem list, and medication list from any other medical practitioner who is prescribing the patient medication. The release will also allow Dr. Hamdani to provide that practitioner with the medications being prescribed by Dr. Hamdani. Additionally, for all new and established patients, our office will check the Oklahoma controlled substances registry. This registry shows us which controlled substances the patient has been prescribed and who prescribed them.

Financial Responsibility

Because patients may have questions regarding patient and insurance responsibility for services rendered, Dr. Hamdani has developed a payment policy.

Dr. Hamdani participates in Bluecross BlueShield and Healthchoice of Oklahoma plans. If you are not insured by the above plans, payment in full is expected at each visit. If you are insured by the above plans, but don't have an up-to-date insurance card or your insurance shows inactive, payment in full for each visit is required until Dr. Hamdani's billing staff can verify your coverage. Knowing your insurance benefits is your responsibility. Please contact your insurance company with any questions you may have regarding your coverage.

- Co-payments and deductibles. All co-payments and deductibles must be paid at the time of service. This arrangement is part of your contract with your insurance company. Failure on our part to collect co-payments and deductibles from patients can be considered fraud. Please help us in upholding the law by paying your co-payment at each visit.

- Non-covered services. Please be aware that some – and perhaps all – of the services you receive may be non-covered or not considered reasonable or necessary by insurers. You must pay for these services in full at the time of the visit.
- Proof of insurance. We must obtain a copy of your driver's license and current valid insurance to provide proof of insurance. If you fail to provide us with the correct insurance information in a timely manner, you may be responsible for the balance of a claim.
- Claims submission. We will submit your claims and assist you in any way we reasonably can to help get your claims paid. Your insurance company may need you to supply certain information directly. It is your responsibility to comply with their request. Please be aware that the balance of your claim is your responsibility whether or not your insurance company pays your claim. Your insurance benefit is a contract between you and your insurance company; we are not a party to that contract.
- Coverage changes. If your insurance changes, please notify us before your next visit so we can make the appropriate changes to help you receive your maximum benefits. If your insurance company does not pay your claim in 60 days, the balance will automatically be billed to you.
- Nonpayment. If your account is over 90 days past due, you will receive communication stating that you have 10 days to pay your account in full. Partial payments will not be accepted unless otherwise negotiated. Please be aware that if a balance remains unpaid, we may refer your account to a collection agency and you and your immediate family members may be discharged from this practice. If this is to occur, you will be notified that you have 30 days to find alternative medical care. During that 30-day period, Dr. Hamdani will only be able to treat you on an emergency basis.

Termination Policy

Patients are under no obligation to continue services should they decide to terminate at any time. It is preferred that patients inform Dr. Hamdani about not wishing to make further appointments. However, many times that may not happen and Dr. Hamdani will follow her discharge policy at any time once 4 months have passed since last appointment and without any attempt/ request from the patients to be seen.

Established Patients: Dr. Hamdani reserves the rights to discharge a patient from the practice at her discretion when appropriate *including but not limited* to:

- Patients who do not maintain/request appointments as required by Dr. Hamdani's policy.
- Patients who fail to communicate or respond to Dr. Hamdani's communication about their treatment including recommendations to make follow up appointments.

-Patients who keep requesting refills through pharmacies without attempting to make f/u appointments. It is the patient's responsibility to keep regular follow up and participate in their treatment.

-Patients who have not been seen for over 4 months or more without any communication to inform Dr. Hamdani about why they haven't followed up. It is not this practice's policy to track patients down for follow up as this puts undue demands on Dr. Hamdani as a solo practitioner.

-Patient who misuse communication channels and don't follow practice policies.

Any established patients failing to keep appointments and participate in their treatment, will be automatically discharged after 4 or more months of no f/u. Dr. Hamdani will send a certified letter at the last mailing address on file. Please be aware that portal and text access are not available after discharge letter is sent from the practice.

New Patients: Patients who don't make a follow up appointment after initial intake are discharged from the practice after 2 weeks of initial intake. If/when this occurs, Dr. Hamdani will communicate this decision via the patient's mailing address on file. Once terminated from practice the portal access is revoked.