



...we're listening

John M. Bouras, M.D., P.A. PSYCHIATRY

Citizen's Specialty Center
2705 Hospital Drive, Suite 206
Victoria, Texas 77901

Tel: (361) 574-1899
Fax: (361) 574-1897
www.DrBouras.com

Office Policies

We, at John M. Bouras, MD, PA, appreciate the confidence you have shown in choosing us to provide for your psychiatric health care needs. We take pride in providing quality, confidential, and compassionate care. We also want to make sure that you are aware of our office policies that outline what is expected from us and from you.

Please, let us know if you have any questions.

Confidentiality

John M. Bouras, MD, PA follows HIPAA guidelines and takes confidentiality very seriously. A copy of the office's Notice of Privacy Practices (HIPAA), which explains how your medical information will be used and disclosed, is posted on the practice's website, www.drbouras.com, and a copy is also available upon request by the receptionist.

Contact Information

It is important that we have accurate and up to date contact information about you. Please, let us know if you have any changes in your mailing address or contact phone. We will use the preferred phone number that you have checked on the registration form to leave any appointment reminders or other information, unless requested otherwise.

Insurance Information

As you may be aware, we are not accepting assignments from any health insurance (we do NOT accept Medicaid or new Medicare patients), but we will gladly submit a claim on your behalf. Most insurance carriers are able to reimburse you directly, but we cannot guarantee if and how much your insurance will reimburse you as that is dependent on many variables on your policy. It is your responsibility to obtain any prior authorization that your insurance may require prior to your visit.

Appointments

New evaluation appointments are usually scheduled for one (1) hour. Follow up appointments usually last 15-20 minutes. Depending on the complexity or the need for therapy, sessions might take longer than that. Even though, we usually see you on your scheduled time, we ask for your understanding if patients ahead of you need a longer session. Please, rest assured that we will make time for you when you need it.

Please, be courteous for the next patient and come to your appointment on time. If you arrive more than fifteen minutes late, you may be asked to reschedule your appointment. If you arrive late and can still be seen, you may have to wait, so as to not inconvenience other patients.



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Prescriptions/Refills

If you are placed on medications, you need to be monitored on a regular basis for continued need, efficacy and/or side effects of those medications. Prescriptions will be written to last until your next appointment, so it is very important to come to all your appointments. All refill requests will be reviewed and processed during office hours. Due to an excessive amount of time that it takes to verify prescriptions that we send to mail-order pharmacies, we will hand the 90-day prescription to you. If you want us to process your mail-order prescriptions, you will be charged an administrative fee (see financial policy).

Missed Appointment/Late Cancellation Information

If you are unable to keep your appointment, please call to reschedule as soon as possible, so that other patients who need to be seen earlier can be placed on that time slot. Your appointment time is reserved just for you, so unless you cancel at least twenty-four (24) hours in advance, you may be charged for the missed appointment (see financial policy).

Questions to MD

If you have an emergency, you should dial 911 or go to the nearest emergency room. Otherwise, all messages will be answered by the end of the working day or the next business day.

Medical Records/Letters

There is an administrative fee (see financial policy) for processing of release of your medical information or for filling out forms (we do not fill out disability forms) or writing certain letters. Your request will be accommodated as soon as possible, but it might take up to 2 weeks to complete.

Miscellaneous Fees

If you need any additional miscellaneous services, you will be charged a service fee (see financial policy). We want you to be aware that these service fees may not be recovered by your insurance plan.

I acknowledge that I have read all of the policies included in this document. I understand and agree to be bound by all policies contained in this document. I also acknowledge that I had a chance to review John M. Bouras, MD, PA Privacy Practices.

_____	_____
Patient Signature	Date

Patient Name - PRINT	
_____	_____
Witness Signature	Date