



## OFFICE POLICIES

### **Initial Appointment Policy:**

The purpose of the initial appointment is to assess your individual needs, explore your concerns, and evaluate if a productive and beneficial doctor-patient relationship can be established. During this appointment, we will discuss your mental health, emotional well-being, and any specific issues you might be facing in different areas of your life.

Please note that the initial appointment is a consultation only and does not guarantee the formation of a doctor-patient relationship, commitment to provide care, or assurance of treatment services, such as prescribing medication.

Upon mutual agreement between the doctor and patient, a tailored treatment plan may be developed. This plan could encompass evidence-based treatments such as medications, psychotherapy, exercise, mindfulness, or dietary supplements.

### **Payment Policy:**

At RGV Psychiatry, we are considered "out-of-network" providers, as we are not affiliated with any health insurance companies at this time. Our patients are responsible for self-payment, and we kindly request that payment be made at the time of each visit. We accept cash, checks, and debit/credit cards. Please note that we are currently unable to accept patients with Medicaid or Medicare insurance.

We encourage you to contact your insurance company to inquire about your out-of-network benefits before your appointment, as they may or may not offer reimbursement for services provided by an out-of-network physician. If your policy does include out-of-network coverage, we can provide you with an itemized receipt and a "superbill" upon request, which you can then submit to your insurance company for potential reimbursement.

Please be aware that RGV Psychiatry does not participate in Medicare, Medicaid, or any other government insurance programs. We also do not enter into single case agreements with insurance companies and are not responsible for filing claims or ensuring reimbursements from your insurance plan.

For your convenience, we require an active credit card on file to schedule appointments and cover any professional fees and charges. We are committed to providing exceptional mental health care and appreciate your understanding of our out-of-network status.

**New Patient Intake (60 minutes) - \$350**

**Long Follow-up (45 minutes) - \$300**

**Regular Follow-up (30 minutes) - \$200**

**Short Follow-up (15 minutes) - \$100**

**After Hours Schedule Fee: \$25**

**Miscellaneous Physician Services: Based on a rate of \$400 / hour**

There will be an administrative fee for medical records as follows: \$25.00 (first 20 pages) and .50 cents per page thereafter. Prepayment of records is required.

Any request or subpoena for court appearance requires an immediate \$3200 retainer, acceptable only by credit card, cash, cashier's/bank check or money order. Dr. Lozano charges \$400 per hour with a one-day (eight hour) minimum for any trial, such that your minimum charge will be \$3200 per any part of a day, even if only on call for the trial.

Fees are subject to change and reflect the complexity and type of service(s) provided. You will be notified thirty days in advance of any changes in our professional fees.





### **Cancellation & No-Show Policy:**

Our clinic values your time and is committed to providing personalized care for each patient. To ensure that we can serve all our patients effectively, we have established the following cancellation policy:

**New Patient Appointments:** To cancel or reschedule your New Patient appointment, please provide at least 24 hours' notice. Deposits for New Patient appointments will be fully refunded if you cancel or reschedule more than 24 hours in advance. If you cancel with less than 24 hours' notice you will be charged the full fee.

**Follow-Up Appointments:** For Follow-Up appointments, we kindly request that you provide at least 24 hours' notice for cancellations or rescheduling. If you cancel or reschedule with less than 24 hours' notice, you will be charged the full fee for your scheduled appointment.

Please note that appointments are expected to start and end on time. If you arrive 10 minutes late or more for your appointment, or if you do not show up for your appointment, it will be considered a missed appointment and you will be charged the full fee. Claiming that you did not receive a reminder does not exempt you from this fee.

We appreciate your understanding and cooperation in helping us maintain a smooth and efficient scheduling process for all our patients.

### **Medication Refill Policy:**

To ensure timely medication refills, please submit your refill requests at least 7 business days prior to the date you will need them. You can request refills through your patient portal or by emailing us at [office@rgvpsychiatry.com](mailto:office@rgvpsychiatry.com). Be mindful of your medication supply and contact our office before running out. It is important to note that refills will not be issued if a patient does not have a scheduled follow-up appointment or if they have missed or canceled previous appointments. Any changes to your medication or treatment plan must be discussed during a scheduled follow-up appointment.

For patients prescribed C-2 drugs (stimulants), it is mandatory to have an initial in-person appointment and follow-up appointment no less than every 3 months. For all other patients it is mandatory to have a follow-up appointment no less than every 6 months. Failure to adhere to this schedule may result in the discontinuation of prescriptions for this class of medication. It is our priority to ensure your safety and well-being through regular monitoring and proper management of your treatment plan.

### **Communication Policy:**

Our clinic prioritizes clear and effective communication with our patients. For non-emergent and non-urgent matters, such as medication refills or other patient concerns, we encourage you to utilize our CharmHealth EMR patient portal or email us at [office@rgvpsychiatry.com](mailto:office@rgvpsychiatry.com). Please reserve these channels for non-urgent communications only.

Direct communication with your provider between appointments should be done through our secure messaging portal. If necessary, your provider may call you to address your care needs after receiving your message. Please note that phone calls outside scheduled appointments lasting longer than 5 minutes may be billed as miscellaneous physician services.

Medication changes will not be made outside of scheduled appointments.





**Emergency Policy:**

RGV Psychiatry, PLLC does not provide same-day, walk-in, crisis, or emergency services, nor do we offer services outside of posted business hours unless previously agreed upon by the provider. If you are experiencing a medical or psychiatric emergency, such as a psychiatric crisis, adverse effects of medication, thoughts of suicide, or thoughts of harming others, please go to the nearest emergency room or dial 9-1-1 for immediate assistance.

All patients are required to maintain an emergency contact on file with the practice. This ensures that we have a reliable point of contact in case of an emergency or urgent situation related to your care.

**Agreement:**

I understand and agree to comply with the policies disclosed above.  
I authorize the office staff to contact me by telephone at the given phone numbers.

\_\_\_\_\_  
Patient or Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Patient or Guardian Printed Name

