

# Evan L. Feibusch, M.D., LLC

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To My Patients:

Welcome to my private practice. My goal is to provide you timely, respectful, quality service in a pleasant practice environment.

Please read the following about my office policies. Feel free to bring up questions about these policies at any time.

<b>Fees:</b>	Initial Consultation	\$250
	50 minute medication/ therapy visit	\$180
	25 minute medication/ therapy visit	\$150
	15 minute medication/ therapy visit	\$120

**Insurance:** Remittance is due at the time of service. I do not bill insurance. If you have health insurance via a PPO, I provide a superbill that you can submit for reimbursement. For patients covered by an HMO, reimbursement can be acquired via submission of a superbill if prior authorization is obtained for out of network psychiatric care.

**Cancellations:** There is a charge for appointments missed or canceled without prior notice. A late cancellation is when you cancel on the same day as your appointment or after 5 p.m. on the day before your appointment. I allow one unbilled late cancellation or no-show per year if there is an emergency. If you cancel your appointments too often, I will bring this up with you. If you continue to cancel frequently, I may end the treatment.

Please remember, this is fully your time. I do not over-book or double-book appointments. Please notify me promptly if you cannot make your appointment so that I can offer the time to someone else.

**Phone Calls:** I return every call by the end of my day at the office (which may be as late as 9 p.m.). I also call in for messages on weekends and holidays between 5 p.m. and 7:30 p.m. *If you do not hear from me by the end of the day, I did not get the message.* Please call again. Try not to use a cell phone, because the message is often disrupted.

If you have an immediate life and death emergency call 911 or go promptly to an Emergency Room or Urgent Care for assistance.

**Coverage:** Contact information for me or a covering psychiatrist will be available on my answering machine.

**Prescription Refills:** My routine practice is to write a prescription(s) to cover your needs until your next appointment. There should be no need for additional refills if you keep scheduled appointments or reschedule promptly. If an exception occurs, please call during business hours, at least two working days before you will run out, in order for a prescription to be called in. I will do so during business hours, for active patients with scheduled follow-up appointments.

Patients are generally seen at least monthly at first, then up to every two months when well established, and occasionally up to every three months. Persons not seen in over four months are not considered active or current patients. Medication changes generally require appointments so they can be adequately considered, explained, and discussed. Refills will only be approved for current patients who have scheduled follow-up

appointments. Controlled substances cannot be refilled by phone and will not be rewritten except during an appointment.

**Records:** There is generally no fee for copying and mailing records of fewer than five pages. Beyond this there is a charge of 25 cents per page plus postage, to cover costs and staff time. A completed, signed release of information is required.

**Payment:** Payment is due at the time of service. Personal checks (made out to Evan L. Feibusch, M.D., LLC) and cash (I am unable to make change) are accepted. I am unable to accept credit cards at this time. There is a \$25 fee for returned checks.

**Reports, Extended Calls, Letters:** Due to the additional time and costs incurred, there is a charge for extended or complex phone calls, and for letters, reports, medication authorizations, or extended calls done on your behalf to other clinicians or insurance companies/agencies.

**Sole Proprietor:** My practice is fully independent of all persons and agencies where I may consult or contract. Additionally, it is completely independent of others who share office space at 1701 Langhorne – Newtown Road.

**Discontinuation of Treatment:** I will usually discontinue treatment with a patient only after considerable discussion and usually for one of the following reasons: (1) not paying the bill, (2) canceling too often, or (3) not doing any work in treatment. If you foresee a problem in any of these areas, please let me know. If I see a difficulty in any of these areas, I will bring it up with you right away so we can discuss it and correct the problem.

You can discontinue with me at any time in person, by phone, or in writing. I am not easily offended if you want to leave treatment or change providers. Transfer will be facilitated if we can first confer about ending. You can usually reopen your case simply by calling me if you ended the treatment in good standing or if you have made changes that will allow the treatment to go forward again.

**New Privacy Provisions and Changes:** New HIPAA (Health Insurance Portability and Accountability Act) Privacy Standards were created to protect patients' health information when it is disclosed but also to facilitate the flow of medical information between treaters. With other medical treaters, billing, and for safety or security reasons, there is less protection of confidentiality than there used to be. However, in other areas, such as releasing psychotherapy records, there is more privacy protection. The full privacy notice for my practice is under separate cover for your review.

Hopefully, these policies will make our interactions easier, but sometimes there are snags or unplanned issues. Please bring to my attention any question about difficulties with these policies. I try to be flexible but consistent. Thank you.

I look forward to working with you,

Evan Feibusch, M.D.