



OFFICE POLICIES AND PROCEDURES:

At AuraMD, we are dedicated to providing you with quality medical care and excellent customer service. Our patients are important to us and we are working diligently to enhance our services and inform you of any policies or procedures that may affect you as our patient. Below, we have listed several changes to our operational policies and procedures:

- You will be updated by the renewed patient policy available at auramd.com in regards to any policy/procedural changes in order to continue care at Aura MD.
- Please remember that it is ultimately your responsibility to have the appropriate amount of medication on hand. A fee will be assessed for refills of a controlled substance without an appointment. Please be aware- current Texas law regulates that any stimulant prescription automatically expires 21 days after the earliest fill date. It is your responsibility to be mindful of this.
- You can view your upcoming appointments at any time by logging into the Elation Patient Portal at any time.
- Most follow up appointments are scheduled for 15 minutes. Therefore, if you are even a couple minutes late you may need to reschedule or wait until there is an open spot. The provider may require the full 15 minutes of your appointment, so we're not able to just "squeeze you in."
- Legal Testimony: It is often unforeseen but legal matters requiring the testimony of a mental health professional can and do arise. Legal testimony can often be damaging to the relationship between a patient and his/her therapist or physician. As such, we require that you employ independent forensic psychiatric services should this type of evaluation or testimony be required.

Date: _____

Patient Name (print): _____



PRACTICE POLICIES:

We strive to ensure that your appointment promptly begins at the schedule time; therefore, we ask that all patients arrive on time for their appointments. I make every effort in honor your time and my patients and hope that we can reciprocate that common goal.

Aura MD implements the following policies:

_____ It is the patient's responsibility to keep track of scheduled appointments. Our office will send a courtesy text reminder 2 days, 1 day and 1 hour prior to your appointment reminding you of your appointment date and time. However, it is ultimately the responsibility of the patient to keep track of all appointments.

_____ If you wish to increase, decrease or discontinue your medication, please call the office first to discuss before making any changes. Changes without clinician consent are potentially dangerous and may interfere with our ability to work together in a Clinician-Client Relationship moving forward.

_____ Any patient receiving controlled substance prescriptions must see an Aura MD provider for a scheduled medication management follow-up at least once every 3 months.

Refills will not be issued without a required appointment.

_____ A signed authorization is required to release any information on a client. If we not do not have a current authorization on file, we will not release any information regarding medical records, appointment dates/times, or payment information. If anyone can call on your behalf, please make sure you complete a release form allowing us to release information to whomever you designate.



OFFICE FEES:

Medication Monitoring Appointment.

Appointment (15 minutes) to assess progress on pharmacotherapy treatment and refills or change treatment plans as necessary.

--Dr. Ashley Toutounchi: \$159 --Brandon Provost, NP: \$119

Once established in the practice at Aura MD, you are free to make follow-up appointments with either provider.

24 hour Cancellation Policy.

If you are unable to keep your schedule appointment, please contact the office at least 24 hours in advance to avoid being charged an appointment fee. If you miss your follow up appointment and without the proper notification, you will be charged **the full amount self pay rate of your appointment fee.**

This is not covered by insurance.

(i.e. if you have an appointment on Monday 3pm, we require notification by Friday at 3pm, or Wednesday 10am appointment requires notification by Tuesday 10am).

We deliver quality care to all of our patients and with less than 1 business day notice, we are not able to fill your appointment slot. We work very hard to be present and on time for your appointments and appreciate that reciprocated for our time as well.

Controlled Prescriptions.

Any lost and/or stolen controlled substance prescription(s) must be reported directly to the police department before a new prescription can be issued. A replacement controlled substance prescription will not be issued without a police report.

A \$50 fee is charged for replacing each lost/stolen/expired controlled substance prescription without exception.

Paperwork.

Completion of paperwork for medical leave, disability, medication cost assistance, etc., will incur a fee based on time and complexity. Forms/ letters completed outside of your appointment time will incur the following fees:

Standard Letter	\$45
FMLA or Disability Paperwork	\$150
Complex (over 30 minutes)	\$225
Emotional Support Animal Letter	\$295

Balance. The credit card on file you have provided will be used for all appointment charges as well as any delinquent balance after 90 days. If you wish to change your method of payment, feel free to call us or send a message via Elation Passport Portal to update your information. You will be charged the morning of the day of your scheduled appointment. No future appointments will be scheduled until your account is cleared.