

KC Psychiatry, LLC - Practice Policies

Welcome to KC Psychiatry, LLC. These Practice Policies are intended to promote safe, effective, respectful, and consistent psychiatric care. Please review them carefully.

Appointments

KC Psychiatry, LLC provides both in-person and telehealth appointments. The appropriate format for an appointment may depend on clinical circumstances, patient preference, provider availability, applicable law, insurance requirements, and the professional judgment of the provider.

Patients should arrive or log in on time for scheduled appointments. Arriving late may result in a shortened appointment or the need to reschedule if there is insufficient time to provide appropriate care.

Cancellation and No-Show Policy

Appointments are reserved specifically for each patient.

At least **48 business hours' notice** is required to cancel or reschedule an appointment.

Cancellations made with less than 48 business hours' notice and missed appointments may be subject to a fee, which may be up to the full scheduled appointment fee. Insurance generally does not cover missed-appointment or late-cancellation fees, and these charges are the patient's or responsible party's responsibility.

Emergencies and exceptional circumstances may be considered at the discretion of KC Psychiatry, LLC.

Repeated missed appointments interfere with continuity and safety of psychiatric care. Three no-shows within a 12-month period may result in discharge from the practice.

Communication

The SimplePractice Client Portal and other communication methods designated by KC Psychiatry, LLC should be used for routine communication, scheduling questions, refill requests, and other non-urgent matters.

Electronic communication should not be used for emergencies or situations requiring immediate clinical attention.

Messages will be reviewed during normal business operations. Immediate responses cannot be guaranteed.

KC Psychiatry, LLC does not communicate with patients through personal social-media accounts and will not accept friend or follow requests from patients on personal social-media platforms. Please do not use social-media direct messaging to communicate about your care.

Emergencies and Crisis Care

KC Psychiatry, LLC is an **outpatient psychiatric practice and is not an emergency or crisis-response service.**

If you are experiencing a psychiatric or medical emergency, believe you may harm yourself or someone else, or require immediate evaluation, call 911 or go to the nearest emergency department.

Do not use the Client Portal, email, voicemail, or other routine practice communication methods for an emergency.

A patient whose condition cannot be safely managed in an outpatient setting may be referred to an emergency department, crisis service, hospital, or other appropriate higher level of care.

Medication Refills

Medication management requires ongoing clinical monitoring.

Please request routine medication refills at least **3 business days before your medication is expected to run out.**

Refills are not guaranteed outside normal business operations, on weekends or holidays, or on an emergency basis because a request was submitted late.

Patients are responsible for monitoring their medication supply and requesting refills in a timely manner.

Certain medications may require a follow-up appointment, laboratory testing, vital-sign monitoring, or other clinical assessment before a refill can safely be provided.

KC Psychiatry, LLC may decline to refill medication when clinically inappropriate or when necessary monitoring or follow-up has not been completed.

Medication Safety

Patients must provide accurate information about all prescription medications, over-the-counter medications, supplements, substances, and other treatments they are receiving.

Medications should be taken only as prescribed and should never be shared with another person.

Patients should promptly report significant medication side effects, adverse reactions, medication changes made by another healthcare provider, or other information that could affect treatment safety.

Controlled Substances

Controlled medications, including stimulants and benzodiazepines, will be prescribed only when **clinically appropriate and at the discretion of the prescribing provider**.

When controlled substances are prescribed:

Prescription Drug Monitoring Program (PDMP) information may be reviewed as permitted or required by law.

Urine drug screening or other appropriate monitoring may be required.

Patients may be asked to use one pharmacy whenever reasonably possible.

Patients must disclose controlled medications prescribed by other healthcare professionals.

Early refills will generally not be provided.

Lost, stolen, damaged, or otherwise unavailable controlled medications are generally not replaced early.

Patients must take controlled medications exactly as prescribed and may not share, sell, transfer, or otherwise divert medication.

Evidence of misuse, diversion, unsafe medication combinations, obtaining controlled substances inappropriately from multiple prescribers, failure to comply with clinically necessary monitoring, or other significant safety concerns may result in modification or discontinuation of controlled-substance prescribing and, when appropriate, termination of the treatment relationship.

Discontinuation of a controlled substance does not necessarily mean termination from the practice if continued psychiatric treatment remains clinically appropriate.

Laboratory Testing and Clinical Monitoring

Certain psychiatric medications or medical conditions may require laboratory testing, vital signs, weight monitoring, pregnancy testing when clinically relevant, an electrocardiogram (ECG/EKG), physical examination, or other monitoring.

Patients are expected to complete clinically necessary testing or monitoring within the requested timeframe.

Failure to complete necessary monitoring may prevent KC Psychiatry, LLC from safely prescribing or continuing certain medications.

Telehealth and In-Person Care

Patients receiving telehealth services must also acknowledge the separate Telehealth Consent.

During telehealth appointments, patients may be asked to confirm their current physical location so that appropriate emergency assistance can be arranged if necessary.

Patients may not participate in a telehealth appointment while driving or operating a vehicle.

Patients should participate from a reasonably private location with adequate internet connectivity and functioning audio and video equipment when video services are required.

Telehealth may not be clinically appropriate in every circumstance. KC Psychiatry, LLC may require or recommend an **in-person evaluation, medical evaluation, emergency evaluation, or higher level of care** when clinically indicated.

Forms, Letters, and Administrative Requests

Requests for letters, forms, disability documentation, workplace or school accommodations, FMLA documentation, or other administrative paperwork are evaluated individually.

Completion of requested documentation is not guaranteed and is based on the provider's clinical judgment, the nature of the request, the duration and extent of the treatment relationship, available clinical information, and whether the provider is qualified and able to provide the requested opinion.

Additional fees may apply to documentation requests when permitted by law and applicable insurance agreements. Any applicable fee will be disclosed before the service is completed.

Emotional Support Animal Documentation

Emotional Support Animal (ESA) documentation is **not guaranteed**.

KC Psychiatry, LLC may consider ESA documentation only for an established patient who has been treated consistently by the practice for **at least 12 months** and when the provider determines that sufficient clinical information exists to support the request.

The existence of a psychiatric diagnosis alone does not guarantee that ESA documentation will be provided.

Legal and Forensic Matters

KC Psychiatry, LLC provides clinical psychiatric treatment and does not routinely provide forensic psychiatric services.

The practice does not provide custody evaluations, fitness-for-duty evaluations, competency evaluations, independent medical examinations, or other forensic opinions unless specifically agreed upon in advance.

Treatment records and the therapeutic relationship should not be assumed to serve as a substitute for an independent forensic evaluation.

Respectful Conduct and Practice Safety

KC Psychiatry, LLC is committed to maintaining a safe and respectful environment for patients, families, staff, and providers.

Threatening, abusive, discriminatory, harassing, intimidating, or significantly disruptive behavior will not be tolerated.

Serious or repeated inappropriate conduct may result in limits on communication or termination of the treatment relationship when clinically and legally appropriate.

Children and Adolescents

KC Psychiatry, LLC generally provides psychiatric services to patients ages **12 and older**. Younger patients may be considered on a case-by-case basis depending on clinical needs, developmental level, presenting concerns,

and whether the practice can appropriately meet the patient's needs.

Consent, confidentiality, access to information, and parent or legal-guardian involvement for minor patients will be handled in accordance with applicable Pennsylvania and federal law.

Parents and legal guardians are responsible for informing KC Psychiatry, LLC of custody arrangements, court orders, or other legal circumstances relevant to the minor patient's treatment and for providing requested documentation when necessary.

Termination or Transfer of Care

KC Psychiatry, LLC may recommend transfer or termination of care when clinically or administratively appropriate, including when a patient's needs exceed the scope of the practice, a higher level of care is required, treatment recommendations or necessary monitoring cannot be safely implemented, appointments are repeatedly missed, significant boundary or safety concerns arise, or the therapeutic relationship can no longer be appropriately maintained.

When appropriate and required, reasonable notice and information regarding alternative treatment resources will be provided.