

Cygnus Psychiatry, PLLC
Dr. Deepti Vats, MD
Sarah Perry, PMHNP-BC

General Practice Information and Policies

Locations: 17740 Preston Road Suite 100 C, Dallas, TX 75252
2504 Ridge Road Suite 108, Rockwall, TX 75087

New Patient: You will receive a thorough psychiatric history and evaluation at your initial appointment in order to best assess your needs. You will pay your insurance co-pay at time of visit, if applicable. We will determine if a mutual, on-going relationship would be acceptable at that time. If you have medical records or laboratory results, please bring them with you. Please bring the medications you are currently taking with you.

Rules for Appointments:

- Our office sees patients by appointment only. If you are unable to keep your appointment, please notify us at 972-961-1033 as soon as possible, so we are able to offer your appointment time to another patient.
- Please be on time for your appointment. If you arrive more than ten (10) minutes late to an appointment we may not be able to see you, and the appointment may have to be rescheduled. We reserve the right to charge for the full fee of the appointment.
- Unless canceled at least 2 business days in advance (48 hours prior notice, not counting weekends), our policy is to charge for missed appointments at the FULL FEE. Cygnus Psychiatry does not double book appointments. Your appointment time is reserved for you. Please help us serve you better by keeping scheduled appointments.
- Two or more consecutive missed/late cancelled appointments may be grounds for discharge from our practice.

Patient Information: It is your responsibility to advise our office of any changes to your address, telephone number, or other pertinent patient information.

Notice of Privacy Practices: Upon registration at Cygnus Psychiatry, PLLC, you will be asked to sign a copy of our Notice of Privacy Practices. This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully. We take the privacy of your information very seriously. This notice of Privacy Practices is effective beginning January 1, 2017. If you have any questions, please contact our office at 972-961-1033.

Prescriptions and Prescription Refills:

- Prescriptions provided by our office will be given to you during scheduled appointments. Any requests for prescription refills outside of appointment times must be sent directly to our office by your pharmacy.
- Prescription refills will be handled within two business days of receipt. Please call your pharmacy prior to the time you will need your medication.

- Requests for prescription refills will be authorized only during business hours, and are generally not considered an emergency. Please plan accordingly.
- Triplicate prescriptions are charged \$10 when filled outside of an appointment.

Emergency (Critical) Situations:

- If a situation poses immediate risk to health and life, call 911 and/or go to the nearest Emergency Room immediately.
- After normal business hours, you may call our general number at 469-215-7630.

Prescription refills are not considered emergencies.

Financial Policy:

- Payment is due at time of service by cash, check or credit card.
- A fee of \$35 for NSF checks returned by your bank will be charged to you.

Additional Services: There are various services rendered by your provider that may incur additional charges. Additional services can include:

- Medical records: Upon written notice, records can be copied. Please allow 1 week to have copies made. Copies can be picked-up or mailed to the patient's address only. No faxes are provided. There is a fee of \$35 for the first ten pages and \$1.00 per page thereafter, per record provision. Additional fees may be assessed for extensive records.
- Reports/Letters/Forms: Routine school/work excuses are provided upon request during your appointment time. If time allows, brief forms (<5 min) may be completed during your appointment time without charge. Please notify your psychiatrist if forms/letters are requested at the beginning of your appointment. Longer forms and letters can be completed outside of your appointment time for a fee. The fee is based upon the time involved to complete the service.
 - Less than 15 minutes - \$50
 - 15-29 minutes - \$100
 - More than 30 minutes - \$200/hr
- Phone calls: Phone calls under 5 minutes with your provider for brief concerns will not be charged. Your provider will make every effort to return the call within 24 hours. Calls of increasing duration or frequency signal that you may need more frequent appointments. When you call, you may be asked to schedule an appointment to address your concerns. After-hour non-emergency calls or calls lasting longer than 5 minutes that otherwise would have necessitated an appointment will be charged at \$50/5 minutes. **In the case of an emergency, please call 911 or go to the nearest emergency room.**