Deanna L. Dial, D.O.

1011 Surrey Lane, Building 200

Flower Mound, Texas

972-755-9435

Welcome to the office of Dr. Deanna L. Dial. Please take the time to read the following information carefully about the practice policies. Your understanding of these policies will help you work most effectively with Dr. Dial.

**Treatment Participation:** Your treatment here may involve taking medications and/or engaging in psychotherapy. It is important that you take an active role in your treatment including the following:

* taking your medication(s) regularly
* discussing any issues related to your medication with Dr. Dial
* talking about your life openly and honestly

If your treatment involves medications, Dr. Dial will explain the important risks, benefits, and side effects with you. If you experience any unexpected or concerning side effects, please call the office immediately.

As your psychiatrist, it is important that Dr. Dial has a professional and therapeutic relationship with you, and therefore not any other type of social or personal relationship.

**Unused appointments**: Dr. Dial does not overbook appointments. Your appointment time is a reservation just for you. Therefore, if an appointment is not cancelled or rescheduled more than 24 business hours ahead, the standard appointment fee will be applied to your account.

**Insurance Policy:** Dr. Dial does not accept insurance payment assignment. This means that your treatment with her is not part of your permanent medical record with your insurance company, unless you choose to notify them. In addition, Dr. Dial can spend more time with you as she is not restricted to a set allowable length of session or a set allowable number of visits that may be indicated by your insurance provider. Payment is made directly to Deanna L. Dial, DO at the time of service. If you would like to submit your charges to your insurance provider for reimbursement, a detailed billing statement can be generated at your request. Reimbursement of the session fees is dependent on individual insurance agreements.

**Confidentiality**: Anything you reveal in your sessions is confidential and cannot be released to another person without your consent. Exceptions to this rule of confidentiality occur when Dr. Dial reasonably believes that there is an imminent risk of harm to yourself or another person, or if a judge requests information as part of a trial.

**Phone calls**: Dr. Dial does not take phone calls while she is with patients. Phone hours are Monday – Friday 9am-6:00pm. Most calls received during phone hours are returned by the end of the workday. Non-urgent messages left after hours will be returned by the end of the next business day. After-hours urgent messages can be left for Dr. Dial using the phone answering system and will be returned promptly upon receipt. In the event of a medical or psychiatric emergency you should call 911 or go to the nearest ER and then contact Dr. Dial once you are safe at the emergency room.

**Financial**: Payment is due at the time of service unless other arrangements have been made in advance. Dr. Dial accepts cash, credit cards, debit cards and checks. Overdue accounts may be referred to collection agencies as a last resort. There is a $35 charge for unpaid returned checks.

**Fee schedule for services provided**

90792 Psychiatric diagnostic interview examination

*Child or Adolescent, 90 min* $370.00

*Adult, 60 min* $350.00

99215 Medication re-evaluation with psychotherapy, 60 min $300.00

99214 Medication re-evaluation with therapy, 45 min $275.00

99213 Medication re-evaluation with supportive therapy, 25 min $190.00

90846 Family Therapy without patient, 60 min $275.00

00000 Telephone Consultation, 10 to 15 minutes $75.00

Other services and fee schedule by Dr. Dial can be discussed on an individual basis.

**Additional Requests**: Session fees cover the cost of the visit and paperwork associated with completing the visit. This includes letters or records sent to your other doctors/therapists in regards to your direct treatment. Personal request for copies of your medical records will be billed at the allowable rate. Also any requests for forms, summaries, letters, or similar documents that are not related to your direct treatment will be billed at a rate of $300/hour in 5-minute increments. This includes paperwork for disability and legal matters. Insurance does not cover these fees. Please note that Dr. Dial does not perform forensic work, including custody evaluations.

**Medication Refills:** Dr. Dial ensures that you will have adequate medication until your next follow-up visit. If you cancel or reschedule your appointment, it is your responsibility to contact Dr. Dial if you need additional medication until your next visit. Dr. Dial will only refill medication for patients active in treatment.

For medication that cannot be called into the pharmacy, such as stimulant medication for ADHD, it is your responsibility to contact Dr. Dial at minimum one week prior to the end of your prescription and arrange pick up. This will avoid lapse in your medication.

**Labs**: At times Dr. Dial will need to order laboratory studies. Please be aware that the cost of labs is not included in your visit charge and are your responsibility. Please ask the laboratory staff to explain their costs.

**Coverage**: If Dr. Dial is out of town, appropriate coverage by a well-trained psychiatrist will be provided.

**Discontinuation of Treatment**: Dr. Dial may discontinue treatment with a patient only after a reasonable amount of discussion and usually for one of the following reasons: (1) non-payment of your account, (2) cancelling/missing appointments too often, or (3) non-compliance with treatment recommendations. If you foresee problems in any of these areas, please let Dr. Dial know your concerns. If Dr. Dial feels that there is an issue with one of these areas, she will bring it up with you right away so the problem can be addressed mutually.

If you decide to discontinue treatment, you can do so at any time in person, by phone or in writing. As your treating psychiatrist, Dr. Dial would like the opportunity to confer with you about your decision and/or assist you in transferring your care to another provider. You may re-enter treatment with Dr. Dial as long as your treatment ended in good standing.

Thank you for reading through this important information. Dr. Dial looks forward to working with you.

*The Practice Policies was last updated on 8/28/2014 and is subject to change at the discretion of Dial Psychiatry, PLLC.*