

Daniel Daylamani, M.D., PLLC

Office Policies

Effective Date: 02/22/23

My Telepsychiatry Practice

I am a board-certified psychiatrist who practices strictly through “telepsychiatry”. This means that all visits will be held through HIPAA-compliant video teleconferencing software (Zoom). There is no physical office location for you to attend appointments. Telepsychiatry is preferred by many patients as it allows them to attend appointments from the comfort of their own home or office. This cuts down on lengthy commutes and the need to take time off work. It also allows access to psychiatric care for patients living in more remote locations. I provide assessment, diagnosis and treatment of most psychiatric conditions. Treatment typically includes medication management, psychotherapy or both. I hold active medical licenses in Colorado, Texas and Washington State and treat patients in all three states. Per current telepsychiatry laws, you must physically be located in one of these states at the time of our appointments.

Limitations of My Practice

I do not accept or treat patients who are struggling with severe mental health issues such as recurrent suicidal ideation or suicide attempts, recurrent self-harm, recurrent psychiatric hospitalizations or severe/life-threatening patterns of substance abuse. These cases are more appropriately treated by in-person, local providers who have knowledge of and access to local ancillary resources such as inpatient psychiatric hospitals, crisis centers, intensive outpatient programs, partial hospitalization programs, inpatient and outpatient substance abuse treatment centers, detox centers, etc.

Prescreening Call

If interested in receiving psychiatric services, you will be contacted for a complimentary screening call to ensure appropriateness of fit. This is to avoid you paying for the 90-minute initial psychiatric evaluation if it's clear that I'm not the right provider for your needs. If we agree to proceed with setting up your first appointment, I will obtain your demographic information to create a profile for you in the Electronic Health Record system and obtain your credit or debit card information to store on file. You will not be billed until after your first appointment.

Initial Psychiatric Evaluation

Your initial psychiatric evaluation will take approximately 90 minutes. During the evaluation we will discuss a number of different topics ranging from your psychiatric history, medical history, family history, developmental history, substance use history and screen you for a number of different psychiatric conditions. We will discuss diagnostic considerations, medication and/or therapy options, goals, treatment planning and frequency of appointments.

While the prescreening call is meant to screen out people who are not a good fit for my services, it is not possible to be 100% accurate in this screening process. I treat most, but not all, mental health conditions and occasionally there are other providers who would be better suited to address your needs. If you attend your initial psychiatric evaluation and are referred for other services, you will still be billed for the cost of the 90-minute evaluation.

Insurance

I do NOT take any form of medical insurance, including Medicare. You are responsible for payments which will be billed to your credit or debit card on file at the time of your appointment. If desired, you may attempt to have your insurance company reimburse appointment costs with me as an “out-of-network” provider, however, I cannot guarantee they will do so. Upon request, I can provide a “Superbill” for you to submit to your insurance company for reimbursement. Daniel Daylamani, M.D., PLLC is not financially responsible if your insurance provider will not reimburse you. If you are attempting to get reimbursed from your insurance provider, I strongly recommend that you discuss this with them before attending any appointments.

Payment & Fees

All patients must keep an active credit or debit card on file in the medical record system. Accepted cards include Visa, Mastercard, Discover or American Express. This card must be on file before your first appointment and will be obtained by phone when scheduling your first appointment. Your card will be billed on the day of service. Your credit or debit card information can be updated by you via the patient portal or by me during an appointment. For security reasons, please do not text or email me updates to your credit or debit card information.

Appointment Fees:

- **90-Minute Initial Evaluation:** \$400
- **30-Minute Follow-Up Visit:** \$200
- **45-Minute Follow-Up Visit:** \$250
- **60-Minute Follow-Up Visit:** \$300
- **After-Hours Appointments:** I offer appointments on evenings (after 5:00 pm MST) and weekends on a limited basis and at a higher fee (1.5 times the standard fee). I cannot guarantee that your requests can be accommodated as there is limited availability. All after hours appointments must be discussed with me prior to scheduling.
 - Ex: A 30-minute follow-up visit (typically \$200) would cost \$300 on evenings and weekends.

Other Fees:

- **Phone Calls:**
 - Brief phone calls (<10 minutes) are free
 - Phone calls between 10-20 minutes cost \$50
 - Phone calls longer than 20 minutes will need to be converted to an appointment.
- **Paperwork:** All paperwork (FMLA, Reasonable Accommodations, Short-Term Disability, Long-Term Disability, etc.) will be billed at a prorated rate of \$200/hour. Typically, this paperwork can be completed in less than 1 hour.
- **Court/Legal Fees:** If asked to attend court hearings or subpoenaed for court hearings, you will be billed at a rate of \$300/hour as this requires me to clear my schedule for all or part of the day.

Unpaid Bills:

- You will not be allowed to attend any future appointments until all balances from previous visits are paid in full.
- I reserve the right to terminate care with patients who fail to keep an active credit or debit card on file or those who refuse to pay their balance for services rendered.
- If payment is not collected for services rendered within 90 days, your outstanding balance may be reported to a collection agency.

Appointment Scheduling/Cancellations

New Patient Visits: To schedule your complimentary prescreening call, you may call/text me at (720) 292-7885, email me at Contact@DanielDaylamaniMD.com or fill in the form on the “Contact” tab of my website. During this call there will be a few questions to assess appropriateness of fit. If we agree to set up an initial psychiatric evaluation, I will also obtain demographic information to create a patient portal account, obtain credit or debit card information to store on file and schedule your appointment. Your card will not be billed until after your appointment.

Follow-up Visits: These may be scheduled/cancelled in the patient portal. This is the preferred means of scheduling/cancelling appointments. You may also cancel or reschedule by phone, email or text.

Cancellation Policy: I kindly ask that you cancel appointments as far in advance as possible. This allows me time to fill those appointment slots with new patients or patients from my wait list.

- Cancellations made **greater than 24 hours in advance** will incur **no cost**.
- Cancellations made **less than 24 hours in advance** will be billed at the **full cost** of your scheduled appointment.
- **“No Shows”:** If you do not cancel and do not attend your appointment, you will be billed the **full cost** of your scheduled appointment.
- Repeated cancellations or repeated no shows may be grounds for termination of care.

Late Policy:

- If you are late to your scheduled appointment, this will typically come out of your scheduled appointment time. This means that if you show up 10 minutes late for a 30-minute appointment, you will only be provided 20 minutes for your appointment. This is done so that I can stay on schedule with the remainder of my appointments for the day.

- In rare instances, I may be late to our appointment. If this occurs, I will either add that time to the end of your appointment (if my schedule permits), add the time to your next appointment, or charge a reduced, prorated amount for that appointment.

Communications

My preferred method of communication is via the patient portal. This provides the most secure means of communicating PHI (Protected Health Information) and it keeps all of your treatment and scheduling information in the Electronic Health Record. You may also contact me via email, phone call or text. Please be aware that these other means of communicating are less secure. Scheduling appointments, cancelling appointments, viewing your after-visit summary, visit receipts and refill requests can all be done through the patient portal.

Emergency Situations

In cases of emergency situations, you agree to contact 911 or go to the nearest emergency department.

Before your first appointment, you must sign an acknowledgment in the “Questionnaire” section of the patient portal stating that you’ve received, read, understand and agree to these policies.