

Maegen S. Vincent, MD, LLC
Maegen S. Vincent, MD (she/her)
Adolescent, Young Adult, and Reproductive Psychiatrist
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NOTICE OF SERVICES AND PRACTICE POLICIES

This notice contains information about services offered and practice policies of Maegen S. Vincent, MD, LLC. Please read the information below carefully. **Your signature at the end indicates your acknowledgement and acceptance of all practice policies.** You may revoke your consent in writing at any time. This Notice was last updated on September 26, 2022. The Notice is subject to change with thirty days' notice given in writing.

SERVICES OFFERED

Phone Introduction:

This 10-15 minute phone conversation is required to schedule an initial appointment with Dr. Vincent. You may schedule this phone introduction using a secure online scheduling system. When scheduling the phone call, you will be asked to provide some additional information and answer some questions about why you are seeking services. During the phone call, Dr. Vincent will provide an overview of the practice services and options for moving forward. If you and Dr. Vincent agree that her practice seems like a good fit for you, you may then schedule an initial appointment. **Please note that Dr. Vincent may determine that her services do not meet your current needs and that she cannot accept you as a patient. This phone introduction does not establish a patient-physician relationship.** The patient-physician relationship is established after completion of the first face-to-face appointment.

New Patient Appointment (Psychiatric Diagnostic Evaluation):

All patients who wish to establish care for **ongoing treatment** will schedule a new patient appointment, also known as a Psychiatric Diagnostic Evaluation (**60-90 minute appointment**). This comprehensive evaluation is necessary in order to better understand your reasons for seeking treatment as well as current symptoms and impact on overall functioning. Dr. Vincent will offer initial diagnostic impressions and proposed treatment plans. In certain cases, an additional appointment may be necessary to complete the Psychiatric Evaluation.

After completion of the Psychiatric Evaluation, Dr. Vincent may determine that her services may not meet all of your needs. In this instance, Dr. Vincent will discuss this with you and will work with you to transfer care to another provider. If you are transferring care and are already prescribed psychiatric medications, Dr. Vincent may not automatically continue prescribing these medications and may recommend alternative treatments.

Medication Management:

A typical medication management appointment is scheduled for **20-25 minutes**; however, for more complex cases or appointments including supportive psychotherapy, a **45-50 minute** appointment may be recommended.

Dr. Vincent will discuss with you the recommended frequency of appointments needed to best monitor symptoms and/or response to medication. Typically, appointments are scheduled once per month when first establishing care. For patients who have achieved more stability, appointment frequency can be expected to be once every two or three months.

Psychotherapy:

Dr. Vincent believes that psychotherapy has tremendous benefits beyond the limitations of medication treatment alone. Psychotherapy can help individuals better cope with stressors, improve relationships, and gain a better understanding of themselves. Dr. Vincent will advise patients when psychotherapy is recommended as part of their treatment plan. While Dr. Vincent has some experience with various evidence-based psychotherapies, she would not be viewed as an “expert” in providing a certain type of psychotherapy. Dr. Vincent will acknowledge any skill limitations and will work to connect patients with therapists who have more expertise in using a particular therapy treatment if indicated.

Dr. Vincent is unable to see a large caseload of psychotherapy cases. **Requests to be seen for psychotherapy only or for medication management with psychotherapy will be reviewed on a case-by-case basis.** Dr. Vincent can refer you to a therapist or counselor, and if you are already working with a therapist or counselor, Dr. Vincent can coordinate your care with them.

Second Opinion Consult:

This option is available for patients who are **not seeking ongoing treatment with Dr. Vincent**; these patients may have established care with another medical provider but wish to obtain an additional independent psychiatric evaluation. This may be a good option for patients who: (1) have questions regarding psychiatric treatment during pregnancy and/or postpartum (including preconception planning), and (2) wish to continue their psychiatric treatment with an already established provider but would like additional education and recommendations from a reproductive psychiatrist. **Dr. Vincent will review requests for second opinion consults on a case-by-case basis and can provide a 90-minute comprehensive evaluation and consultation with the patient, plus any additional time spent on documentation and communication with a referring provider or other provider involved in the patient’s care.**

PRACTICE POLICIES

Primary Populations Served:

Due to Dr. Vincent's areas of specialization, this practice is best equipped to treat **adolescents between ages 14-18, young adults between ages 18-25, and those seeking treatment with a reproductive psychiatrist** (a psychiatrist who specializes in diagnosis and treatment of anxiety and mood disorders that occur around the menstrual cycle, pregnancy or the postpartum period, and perimenopause).

This practice is not able to accommodate requests for child custody evaluations, psychological testing, educational assessments, forensic evaluations, pre-surgical psychiatric clearance, detox or Medication-Assisted Treatment for substance use disorders, or treatment for individuals under the age of 14 or over the age of 50. Dr. Vincent does not provide medical marijuana treatment. **Dr. Vincent is only licensed to practice medicine in Louisiana and as such is not permitted to treat anyone residing outside of the state (this includes telehealth).**

Out of Network:

Maegen S. Vincent, MD, LLC is a **direct pay practice**. This practice is considered **"out of network" for all insurance plans**, including private/commercial insurance, Tricare, Medicaid, and Medicare. **Dr. Vincent cannot see patients with Medicare at this practice, even if they wish to pay for services out of pocket.**

For eligible patients wishing to use their "out of network" benefits from their insurance, a Superbill can be provided at their request. A Superbill is a medical billing receipt for services with an out of network provider. Dr. Vincent has partnered with her electronic medical system provider, Osmind, to facilitate submission of Superbills. **Patients who are interested in submitting Superbills to their insurance should address this with Dr. Vincent during their appointments.** Many insurance companies will reimburse a portion of the out of network cost to the patient. However, as insurance policies can vary greatly, there is no guarantee that an insurance company will reimburse a patient for services received. **Please contact your insurance provider to find out more information regarding your out of network benefits.**

Billing:

Payment (via credit card, debit card, or an FSA/HSA card) is taken through a secure payment platform (Stripe) that is connected to the Osmind electronic medical record system. **Pre-payment in full for initial appointments and one-time consultations is required at the time of scheduling.** For follow up appointments, payment will be collected on the date of service. **A valid payment/credit card is required to be saved and kept on file at all times.** No-shows and late cancellations for all appointment types will be charged the **full fee** for the service that was scheduled (refer to "Cancellations and No Shows" below). A declined payment card will result in an additional **\$25 fee**. Failure to pay for services may result in discharge from the practice.

Appointment Types and Rates:

By signing at the end of this notice, you are agreeing to pay professional fees as listed below.

In addition to your appointment time, these fees reflect other activities which are routinely performed in association with patient care (e.g., reviewing outside medical records, care coordination with other providers, ordering medications or lab work, documenting clinical information, completing any other documentation on behalf of a patient).

Certain patients have the right to receive a **Good Faith Estimate** of healthcare charges for a 12 month period. These include patients who are (a) uninsured, or (b) insured but do not plan to submit a claim to their insurance (“self-pay”). If you meet either of these criteria and would like to receive a Good Faith Estimate, please let Dr. Vincent know.

Each follow-up appointment type/frequency will be agreed upon by Dr. Vincent and the patient. Rates may be subject to change, with thirty days’ notice given.

Service	Out of Pocket Cost to Patient	CPT Code (can be provided for potential insurance reimbursement)
Phone Introduction (10-15 minutes)	Free	N/A
Psychiatric Diagnostic Evaluation (60-90 minutes)	\$375	90792, 99204, or 99205
"Second Opinion" Consult (90 minutes)	\$450	90792, 99204, or 99205
20-25 Minute Follow Up Appointment (Low-Moderate Complexity)	\$175	99213 or 99214 (Med Management) +/- 90833 (Psychotherapy add-on)
45-50 Minute Follow Up Appointment (High Complexity)	\$275	99215 (Med Management) +/- 90833 (Psychotherapy add-on) OR 90834 (Psychotherapy alone)
Late Cancellation (<24 business hours) or No-Show	Full Cost of Scheduled Appointment	Not Reimbursed by Insurance
Declined Payment Card	\$25	Not Reimbursed by Insurance

Telehealth and In-Person Appointments:

When scheduling appointments, Dr. Vincent and the patient will discuss which type of appointment (telehealth or in-person) would be most appropriate. On some occasions, Dr. Vincent may need to change an in-person appointment to a telehealth appointment (if a patient is able to use telehealth services). These circumstances might include personal or family member illness. Please refer to “Consent for Telehealth Services” Notice for additional information.

Dr. Vincent’s office is located at 2018 Prytania Street, New Orleans, LA 70130. Please note that **only street parking is available** and that Dr. Vincent’s office can only be accessed from a rear entrance to the building. Dr. Vincent shares an office building with another business, The Law Office of William S. Vincent, Jr. The only common space shared between Maegen S. Vincent, MD, LLC and the law office is a restroom. The employees of the law office are not involved with ownership or operations of Maegen S. Vincent, MD, LLC; therefore, no patient information is ever shared with these individuals, and none of the law office employees are able to answer questions pertaining to the practice of Maegen S. Vincent, MD, LLC.

Appointment Times and Scheduling:

Patients are seen **by appointment only**. Appointments will be scheduled through a secure online system or at the end of each prior appointment. If there are persistent scheduling conflicts, referral to another provider may be recommended.

Please arrive on time for your appointment and notify Dr. Vincent if you are running late.

Please complete any requested questionnaires or forms sent through the secure patient portal BEFORE your appointment. If you have any forms that need to be reviewed or completed before or after your appointment, please send these to Dr. Vincent BEFORE your appointment. Every effort is made to keep appointments running on schedule; however, if there is an emergency or unexpected delay, Dr. Vincent will notify patients as soon as possible.

Appointment Attendance, Cancellations and No Shows:

If you need to cancel or reschedule an appointment, please notify Dr. Vincent at least 24 business hours (Monday-Friday, excluding holidays) before the scheduled appointment time. Appointments that are cancelled within **24 business hours** will be charged the **full appointment fee**, using a payment card kept on file. If a patient does not arrive for an appointment within **15 minutes** of the scheduled appointment start time, they run the risk of the appointment being considered a **“no show”** and being charged the **full appointment fee**. Exceptions to the above are at Dr. Vincent’s discretion, typically only considered for personal/family emergencies or sudden illness. **Repeated missed appointments or late cancellations may result in discharge from the practice.**

With few exceptions at the discretion of Dr. Vincent, **a late cancellation or no show of the first appointment will not be rescheduled, the patient will not be reimbursed the full appointment fee, and the patient will be directed to other services if still wishing to seek treatment.**

In order to be considered active patients of the practice, patients need to be seen at least once every six months. Patients who have not kept an appointment within the last six months may be permitted to resume treatment but will be required to attend another New Patient Appointment (Psychiatric Diagnostic Evaluation).

Communication:

The primary method of communication between Dr. Vincent and patients is via a **secure, HIPAA-compliant patient portal** that is part of the Osmind medical record system. Patients will be instructed on how to set up their own account when scheduling the first appointment. The patient portal is the preferred means for all communication as other communication types (including email and texting) are not considered secure. If questions or concerns arise in between appointments and these cannot be managed via messaging and/or a brief telephone call, a closer follow up appointment may be recommended.

Urgent Requests and Emergencies:

For urgent matters after hours, **please send a message through the Osmind patient portal or call 504-233-6787** indicating the nature of your issue/request. Dr. Vincent will make every reasonable attempt to respond to urgent requests within **24-48 hours**.

Dr. Vincent is not a replacement for crisis or emergency services and does not have admitting privileges to any hospital. There are several 24/7/365 crisis numbers to call, including the Metropolitan Crisis Response Team at **504-826-2675** (for residents of Orleans, Plaquemine, or St. Bernard Parish), the Suicide & Crisis Lifeline at **988**, and the National Maternal Mental Health Hotline at **1-833-9-HELP4MOMS**. **For emergencies, such as concern for harming oneself or someone else, please call 911 or go to the nearest emergency room immediately.**

Requests for Paperwork or Form Completion:

Dr. Vincent will not complete requests for medical leave paperwork or disability evaluations at the first appointment. Paperwork and forms for disability are considered on a **case by case basis**, typically once care has been well established after several visits. Depending on the nature of the request and complexity/length of paperwork being requested, Dr. Vincent may require an appointment to be scheduled and/or charge additional fees for time spent on the documentation.

Prescriptions and Refill Requests:

It is patients' responsibility to keep track of their medications and when refills are due. All medication prescriptions will be sent electronically to the requested pharmacy. Patients need to notify Dr. Vincent if they wish to change their preferred pharmacy. The filling of some medications may be delayed by paperwork, such as prior authorizations (requests from your insurance company to provide additional information to determine whether a medication will be covered). Prescribing and monitoring of certain medications, such as controlled medications (includes stimulants and benzodiazepines) may require routine in-person visits and/or obtaining urine drug screens.

Refill requests should be rare, typically in the event of a rescheduled appointment. **At the time of a reschedule request, please indicate if you anticipate running out of your medication prior to the new appointment date.** A pattern of frequent rescheduled or missed appointments may result in denial of a refill request until an appointment is kept. **Certain medications may not be refilled outside of an appointment. With rare exceptions, new medications will not be prescribed outside of appointments.**

Dr. Vincent does not respond directly to pharmacy requests for refills on medications; often, these requests are from automated systems which request refills too early or request refills on discontinued medications. Automated refill systems do not always send a refill request to your doctor, even though on your end, it may appear they have. **Refill requests should come directly from the patient through the patient portal, and the patient needs to allow up to 72 business hours for Dr. Vincent to respond to the refill request.**

Preparing for Hurricane Season and Traveling:

In the event of an approaching storm, prepare to have **at least one week's worth of medication** on hand; two weeks' supply is ideal. Please let Dr. Vincent know if you anticipate needing a refill during this period. Dr. Vincent will do her best to work with you to obtain refills in preparation. If your area is without power/services after a storm, you may not be able to get your medications filled at your pharmacy.

If you evacuate or travel to another state, for non-controlled medications, many national chain pharmacies can transfer prescriptions if you have additional refills on file or if you can show your prescription bottle. Many pharmacies in other states may not allow you to fill controlled medications if they are prescribed by a doctor who is not licensed in their state. If you anticipate running out of a medication while traveling, please plan ahead and contact Dr. Vincent if needed. Some health insurances will allow an early refill prescription override if the patient contacts their insurance directly.

Conduct and Safety:

All individuals who interact with this practice should feel welcome and safe. Expressions of hatred and bigotry are not tolerated. Harassment in any form, whether making verbal or physical threats, sexually inappropriate comments, or any untoward actions, and whether directed at Dr. Vincent, other patients, or other individuals who share the office building, is grounds for immediate termination of services and discharge from the practice.

Termination of the Patient-Physician Relationship:

If you are considering transferring your care or no longer wish to be an active patient in this practice, please inform Dr. Vincent so that you can work together to make a transition plan. Please consider sharing any specific concerns or feedback regarding your patient experience.

Under the following circumstances, Maegen S. Vincent, MD, LLC may decide to terminate the patient-physician relationship: (1) When it is believed that a patient would be better served by a different provider or needs a **higher level of care** than what this practice can provide; (2) If a patient demonstrates a **pattern of non-adherence** with recommended treatment plans; (3) If a patient has **frequent no-shows and/or late cancellations** for appointments; (4) If a patient or someone else connected to them is **violent, threatening, or inappropriate** with Dr. Vincent, other patients, or other individuals who share the office building.

Upon discharge from the practice, patients will be provided with written notification, appropriate referrals, and at least a thirty-day supply of medications (left to the discretion of Dr. Vincent).

ACKNOWLEDGEMENT OF RECEIPT OF NOTICE OF SERVICES AND POLICIES:

If you have questions about services and practice policies, please feel free to ask. For services to be provided, Maegen S. Vincent, MD, LLC asks that you agree to the terms above. **By signing below, you acknowledge that you have read all of the above policies, understand them, and agree to them.**

I hereby acknowledge that I have received a copy of Maegen S. Vincent, MD, LLC's Notice of Services and Practice Policies, and I agree to abide by the Policies stated above.

Patient's or Guardian/ representative's signature

Date and time of signature

Print name of patient

Print name of guardian/representative