

Appointment Policy

To make the most of your appointment, Dr. Toups will:

- 1) Listen to you and learn what symptoms and problems you are having and how they impact your life, relationships and functioning.
- 2) Make expert recommendations based on your symptoms or problems, including medication, lifestyle (diet, exercise, etc), and psychological changes.
- 3) Collaborate with you to develop and follow a treatment plan.

To make the most of your appointment you should:

- 1) Arrive on time and focus on the appointment.
- 2) Be patient if Dr. Toups is running late. She will try to text/message you to update you on any delays.
- 3) Be open and honest about what you are experiencing - better information leads to better recommendations.
- 4) Ask questions if there is anything you don't understand or you need help.

Scheduling, Missing and Arriving Late

New patient appointments:

The office schedules new patient appointments after you submit a request and it is approved.

Prior to your appointment you must complete your portal account, consent forms, and some clinical history forms. **If you have not completed these forms within two business days prior to your appointment, your appointment will be cancelled** and offered to someone on the waitlist.

We rarely are willing to reschedule new patients who can't make their appointment. Please contact the office if you have extenuating circumstances.

Follow up appointments:

Usually Dr Toups will schedule the next follow up appointment with you at the end of each visit.

If you need to reschedule, contact the office either via the portal or calling or texting 512-387-4615.

If you cancel or reschedule less than 2 business days prior to your appointment, you will be charged a \$50 late cancelation fee.

If you don't appear for your appointment ("no show"), you will be charged a \$50 no-show fee.

If you are **less than 15 minutes late**, you will receive the remaining time in your appointment window. The fee schedule is set by the services offered in the visit, as well as time *scheduled*; fees are not impacted if you are late.

If you are **more than 15 minutes late**, you will be offered any open appointments on the same day and you may move into that appointment slot without penalty.

If you are **more than 15 minutes late** and no appointments are available on the same day, you will be charged a no-show fee and your appointment rescheduled.

You may **appeal fees** by writing to explain any urgent or otherwise extenuating circumstances; appeals require approval from Dr. Toups.

If Dr. Toups must cancel appointments due to urgent circumstances then you will be rescheduled promptly without penalty. Similarly, if the **clinic is running late** due to a patient related or personal issue, you will receive your entire appointment time without penalty.

If the clinic is running late:

Sometimes there are clinical emergencies that take extra time. Sometimes a patient has a legitimate need for a few extra minutes. Please grant us your patience in these circumstances and recognize that if you ever have a crisis, you will also receive extra time for your care.

If we are running less than 20 minutes late, we will continue the appointments as scheduled and ask that you be patient. If we are running **more than 20 minutes late**, you will be offered the option of rescheduling without penalty to the next available time, if possible, the same day.

Missed appointments:

If you miss or reschedule appointments habitually, we may terminate you from the practice. Three missed appointments in a row, or missing rescheduled appointments, is likely to result in your termination.

We will do our best to remind you of your appointments, but if we feel your care is impacted by lack of attendance, we will work with you to find alternate care.