

PRACTICE POLICIES
THREE VILLAGE BEHAVIORAL MEDICINE
JAMES PARLES, MD, PLLC

Scope of care

Our practice treats children and young adults up to the age of 21 with mental health conditions including Attention Deficit Hyperactivity Disorder, Anxiety Disorders, Depression and Obsessive Compulsive Disorder. Dr. Parles is a pediatrician with 30 years of general practice experience who has devoted much of that time to developing his expertise with these disorders, and has decided to focus his clinical energies on the behavioral medicine needs of young people who live with problems that stem from them. Dr. Parles is not a psychiatrist, and is not trained to treat more complex mental illness such as Bipolar Disorder, Schizophrenia or personality disorders.

Ongoing Care

Components of ongoing care will be provided based upon the particular needs of each patient as determined by Dr. Parles. There is no set minimum or maximum number of interactions tied to a given patient contract.

Referral

Any patient who exhibits a problem or diagnosis that is beyond the scope of Dr. Parles' training and abilities will be referred for care by a psychiatrist if at all possible. Once care is transferred to a psychiatrist any ongoing payment responsibility will be voided. Should full annual payment have been made, a prorated portion will be refunded.

Communication

We strongly encourage email communication whenever possible, and thus require that you provide us with and maintain an active email address. We are a small practice, with one doctor and an office manager as our only personnel, in order to be able to keep our fees affordable. There will often be times during office hours when phone calls will go to voicemail while both staff members are busy with patients in the office. We will return all communication received in a timely fashion.

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There may be instances in which a topic covered in your email requires either a telephone conversation or an office visit. In these cases we will reach out to advise you how to proceed.

When the Office is Closed

You will be able to reach Dr. Parles or a covering doctor in the event of an emergency. The nature of our practice makes actual emergencies quite rare, with examples being serious drug reactions, or suicidal thoughts.

Prescription Renewals

Prescription renewals will be available on days the office is open. If the office is to be closed for vacation, all patients with active prescriptions will receive advance notice by email of the closure in order to facilitate planning of renewal requests. It is each patient's responsibility to request renewals in a timely manner. There is no guarantee that untimely requests made while the office is closed will be able to be filled before the next day the office is open.

WE STRONGLY ADVISE THAT ALL PRESCRIPTION REQUESTS BE MADE A MINIMUM OF ONE WEEK BEFORE THE MEDICINE IS NEEDED AS THERE ARE MANY FACTORS WHICH CAN DELAY YOUR ABILITY TO FILL THE PRESCRIPTION.

Patient Responsibilities

It is each patient's responsibility to

- make and keep follow up appointments as advised by Dr. Parles
- cancel and reschedule appointments with appropriate notice when conflicts arise
- notify Dr. Parles if the agreed upon treatment is not working as planned
- stay current with all payment arrangements.

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Adherence to Treatment Plan

Treatment has the best chance to be successful when there is open and honest discourse between doctor and patient, when medicines are taken as directed, and when follow up appointments are made and kept as directed. We reserve the option to refuse to fill prescription renewal requests when follow up recommendations have not been followed.

Lateness

Each appointment is scheduled for a specific amount of time, with a designated time to begin and to end. Patients who are late for their appointment will by necessity have their appointment shortened so that it ends in time to begin the next patient's visit on schedule. Patients who arrive too late to have an appointment of meaningful duration will be instructed to reschedule. We urge all patients and families to do what is required to arrive on time for appointments, as shortened visits often leave insufficient time to discuss all issues of importance.

No Show Policy

No show appointments are disruptive to the practice, and deprive other patients of the opportunity to make an appointment in that time slot. Multiple no shows will be grounds for dismissal from the practice.

Nonpayment

Nonpayment of any fee will be grounds for suspending the provision of ongoing care, and terminating it if payment is not made promptly upon notice.

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Termination of Services

Ongoing care is provided at the discretion of the practice. There are times when providing ongoing care may not be in the patient's best interest, such as when care would be more appropriately rendered by a psychiatrist or other specialist. There are also times when providing ongoing care would be disruptive to the practice, such as nonpayment, multiple no shows, recurrent lateness, or uncivil treatment of staff. Should the practice elect to terminate care, written notice will be provided and a pro rata refund will be paid when appropriate.

Change in Policies

The practice reserves the right to change any policy at any time. Notice will be given to existing patients of policy changes when feasible.