



Welcome to **Tampa Psychiatric Care!** Dr. Benjamin Spurling works hard to provide exceptional care to his patients. In order to provide this care in a consistent and effective way, please review the below required clinic policies and procedures that must be followed:

1. Appointment Policies

- Tampa Psychiatric Care provides care to a diverse range of patients with some requirements. Patients must be at least eighteen (18) years old, have never previously been issues a court appointed guardian, or actively receiving medical care from the Department of Veterans Affairs. Patients must also be physically located in the state of Florida at the time of the appointment.
- For new patient, provider and patient must be in agreement with proceeding with treatment in order to schedule the initial evaluation which is determined during brief introductory phone call for which there is no fee.
- Government issued ID is required to verify the patient's identity and provider will make a copy of identification at the first visit if not sent with initial intake paperwork.
- Initial new patient evaluations are scheduled for sixty (60) minute time slots and follow up appointments are scheduled for thirty (30) minute time slots. For the duration of these times Dr. Spurling will be available to provide evaluations, treatments, and psychoeducation. The appointment may not last the entire length of this allotted time and may exceed it at the discretion of Dr. Spurling. Booking new evaluation appointments requires a nonrefundable twenty percent (20%) deposit of the total fee which is currently equal to sixty dollars (\$60).
- Scheduling of follow up visits can be accomplished by calling Tampa Psychiatric Care at (813)686-6807, through the Tampa Psychiatric Care website, or at a prior appointment.
- Appointments must be canceled at least twenty-four (24) hours in advance of the appointment. To cancel an appointment call (813)686-6807 and leave a message requesting to cancel your appointment. There is no late fee for your first missed appointment or if there are emergency circumstances at the discretion of your provider. A second missed appointment in one calendar year not meeting above circumstance may result in a fifty (50) dollar fee per missed appointment and Tampa Psychiatric Care reserves the right to dismiss the patient from the practice.
- Tampa Psychiatric Care treats a variety of psychiatric illnesses including mood disorders, anxiety disorders, attention related disorders, and some sleep disorders along with their associated symptoms. This clinic does not provider pain management services and does not prescribe opioid pain medications. This clinic also does not treat with medication assisted therapies such as buprenorphine or methadone.
- Tampa Psychiatric Care provides flexible scheduling with virtual video telehealth visits as well as in person visits. Care is predominantly conducted via telehealth, however there are some exceptions to this where in person consultation is required. According to the Ryan Haight Online Pharmacy Consumer Protection Act of 2008, a patient must be seen in person for a physical exam prior to the prescription of controlled substances with minimal exceptions for extenuating



circumstances. At the discretion of the provider patients may also need to be seen in person for other required monitoring such as vital signs and other physical exam needs.

- By signing this document I am consenting to receive psychiatric and medical treatment from Dr. Spurling through Tampa Psychiatric Care. I am also consenting to utilize telehealth services including video conferencing for appointments.
- Dr Spurling reserves the right to terminate care with a patient at his discretion and will provide information on other providers available in the area accepting patients. Medications will continue to be managed for up to sixty (60) days after termination letter is sent. A termination letter will be sent if patient has not followed up in one (1) year and if no appointment is scheduled within sixty (60) days patient will also be dismissed from the practice. Once a patient is dismissed from the practice through this process if they wish to reengage at a future time outside of the sixty (60) day time frame them must schedule a new patient evaluation and pay the full posted fee.

2. Payment for Services

- The clinic policy is to collect payment prior to rendering of any treatment services. Cards and checks used towards payment must be in the patient's name. Fees are a set rate for all patients and are available for review on www.TampaPsychiatricCare.com. Fees are nonrefundable and nonnegotiable. Fees may be adjusted at any time at Tampa Psychiatric Care's discretion. As of 7/1/22, new evaluation fees are three hundred dollars (\$300) and established patient visits are one hundred and fifty dollars (\$150). Tampa Psychiatric Care reserves the right to keep credit cards on file for processing of fees.
- Tampa Psychiatric Care does NOT accept insurance and is not contracted with any insurance payers including Medicare or Medicaid. You will be paying the entire fee in full prior to each visit. Failure to pay for services or inability to pay for services will result in dismissal from the clinic and assistance with referral to other treating providers. Even though Tampa Psychiatric Care is not in-network with your insurance, your insurance may allow you to see Dr. Spurling as an "out of network" doctor and seek "out of network" reimbursement. Your insurance company can inform you of the amount they reimburse you for out of network care you receive. When requested, we can provide billing invoices, sometimes referred to as a "superbill," with necessary information for you to submit to your insurance company for potential reimbursement.

3. Contacting Your Doctor

- Routine phone calls are accepted at (813)686-6807 when provider is available. Voicemail messages left at this number are returned within two to three (2-3) business days. Please make sure to give any updated phone numbers or contact information so Dr. Spurling can reach you back if needed.
- Emergency phone calls: If you are experiencing a life-threatening emergency, please call nine-one-one (911) or go to your nearest emergency department. If you find yourself in a mental health crisis Dr. Spurling recommends contacting the crisis line by call or text via dialing nine-eight-eight (988), then pressing one (1).



4. Medication Refills

- Routine medication refills are sent during or following an appointment and are routinely completed by phone.
- If you are being treated with certain sedative or stimulant medications, please note dispensing of these is highly monitored by the DEA. Dr. Spurling reserves the right not to replace lost prescriptions prior to their usually scheduled refill dates. Additionally DEA regulated medications can only be sent to pharmacy's within the state of Florida and cannot exceed a ninety (90) day supply before patient is seen again for a follow up visit. Some of these medications have additional monitoring requirements as required by law.
- Non DEA scheduled medications may be sent to out of state pharmacies in emergency circumstances at the providers discretion. There is no guarantee that the pharmacy will fill these prescription.

5. Paperwork and Forms

- Tampa Psychiatric Care does assist in providing information for disability and leave related to mental health diagnoses being treated under Dr. Spurling's care. This does not guarantee they will be approved by the requested entity.
- Workers compensation evaluations, fitness for duty, fitness to possess or own a firearm, and evaluation for service animals are not completed by Tampa Psychiatric Care.
- Emotional support animals support letters are provided at the discretion of the provider and may be refused for any reason.
- Some documentation that is required can be lengthy and take considerable time from the provider to complete. As such all paperwork, must be completed during follow up visit and may require multiple visits to complete
- Dr. Spurling reserves the right to decline any and all requests to complete any requested documentation for any reason. If Dr. Spurling declines he will provide information on local forensics psychiatry practitioners who may or not be able to assist in providing the requested service.

6. Notice of Privacy Practices and Disclosure of Protected Health Information (PHI)

- Rights regarding protected health information about you include the right to inspect and receive a copy of health information that may be used to make decisions about your care. You must submit your request in writing to 11806 Bruce B Downs Blvd. #1013. Tampa, FL 33612. This address is also used for the any other written documentation as outlined below. You also have the right to request amendment to your health information if you feel it is incorrect or incomplete by submitting a request in writing along with the reason that supports your request. Dr Spurling may deny your request for an amendment and response will be sent within 90 days of the provider receiving your request. You have the right to be notified of a data breach in the event of discovery of a breach of unsecured protected health information. You have a right to a paper copy of this notice. To obtain a copy please submit a written request. This will also be available for review on www.TampaPsychiatricCare.com. This web address is also used for any other online information when a website is mentioned below.
- Appointment reminders may be used and disclose health information to contact you as a reminder you have an appointment for treatment or medical care directed



by your provider. Communication with Family members and friends in which PHI may be disclosed with your written consent utilizing a signed a release of information (ROI) form that is also available on the clinics website. Treatment with other healthcare providers whom you have received treatment may occur without a signed ROI. Tampa Psychiatric Care may also use and disclose PHI so that treatment services may be billed to you using a third party. Additionally, you are agreeing for pertinent health information to be transmitted on your telephone voicemail and through secured electronic messaging.

- As required by federal and local laws Tampa Psychiatric Care will disclose health information about you when required. Protected health information may be released about you in circumstances when outlined by the law such as in cases of abuse or neglect, specific public health risks, court ordered lawsuits, law enforcement officials, national security agencies, worker’s compensation claims, and of inmates.
- If you believe your privacy rights have been violated or have would like to file a complaint for any reason you have the right to do with us or Secretary of the Department of Health. All complaints must be submitted in writing and you will not be penalized for filling a complaint.

7. Changes to This Notice

- Tampa Psychiatric Care reserves the right to change this notice at any time. Tampa Psychiatric Care reserve the right to revise or changed notice effective for health information that has already been obtained and for information that is obtained in the future. If changes are made the revised notice will be available to you upon request and the updated document will be available on the website. The effective date will be shown on the following line:

The effective date of the above policies and clinic regulations is effective as of July 1, 2022. By signing below, the patient indicates understanding and acceptance of these conditions and policies outlined above. This includes acknowledgement of being provided a copy of this notice of privacy practices and thereby been advised of how my health information may be used or disclosed, and how I may obtain access to and control this information.

Patient’s Name (printed):

Patient’s DOB:

Patient’s Signature:

Date:

Witness’ Signature:

Date: