

RSK Psychiatry Practice Information:

Telephone: 516-522-0868

Email: RyanKaufmanMD@rskpsychiatry.com

Clinical Focus

Dr. Kaufman is a board-certified psychiatrist, which is a medical doctor who specializes in treating mental health issues. His main areas of clinical practice focus on issues related to depression, anxiety, mood swings, burnout, obsessive compulsive disorder, and symptoms associated with these issues, such as changes in sleep, appetite, and energy. He focuses on providing different forms of therapy to treat your symptoms but is also able to evaluate your need for medication and prescribe medications, including controlled substances. Many patients find maximal benefit from a combination of medication and therapy.

Dr. Kaufman completed medical school at the University of South Florida Morsani College of Medicine and adult psychiatry residency at Zucker-Hillside Hospital (part of the Northwell Health system, and affiliated with the Zucker School of Medicine at Hofstra University). Dr. Kaufman also completed an additional fellowship in forensic psychiatry at the Einstein College of Medicine affiliated with Montefiore Hospital in the Bronx. After training, he moved to western North Carolina to work for Broughton Hospital. There, he treated mentally ill persons involved with the legal system. He also conducts private forensic examinations for individuals under arrest across North Carolina. He is licensed in North Carolina and New York.

Emergencies

If you are experiencing an emergency, please report to your nearest emergency room or call 911. Once you are in a safe place, you can call me or have the physician in the emergency room call me at 516-522-0868. For non-emergent but urgent matters, please email to discuss and schedule an appointment. When you register for my practice, please provide an emergency contact that will be kept on file. Due to ever-changing licensing regulations regarding virtual appointments, you may be required to verbally confirm your current location/address at the start of virtual appointments.

Contacting Dr. Kaufman

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For most matters, email contact is preferred and provides the quickest way to communicate with RSK Psychiatry. This includes prescription refill requests, clinical updates, scheduling questions, and other outreach. Non-urgent messages will be responded to within two business days. RSK Psychiatry does not provide after-hours or weekend call coverage. Responses outside of business hours are not guaranteed. Brief emails and phone calls will not incur a charge. Excessive use of email or phone calls amounting to significant use of clinician time will be charged at an hourly rate of \$300 per hour, billed in quarterly increments, at the discretion of RSK Psychiatry staff.

Unless you indicate a preferred alternative method of contact, RSK Psychiatry will provide responses via email. Issues that take time to discuss, like changing to a new medication or

addressing a significant side effect, require an appointment. Follow-up appointments will be offered when available.

If you are late for an appointment, appointment reminders will be texted or emailed to check in.

Location

RSK Psychiatry provides a combination of virtual and physical location appointments based on availability.

Virtual sessions are provided through Simple Practice, a HIPAA-compliant, online electronic medical record platform. Simple Practice allows for secure messaging and screen sharing. It provides text and/or email reminders for appointments with direct links to telehealth software. Simple Practice also offers a Client Portal if you choose to sign up, which allows for secure messaging, access to billing and payments, notification settings, and more.

RSK Psychiatry strives to maintain physical office space in Asheville, North Carolina. RSK Psychiatry is currently searching for a new practice location and will offer office visits two days per week in person. Most appointments can be conducted either virtually or in-person based on preference. Some instances involving an acute change in your symptoms may require an in-person visit if you are located nearby. Some therapies are better suited for in-person appointments and will be discussed with you at your initial consultation. Government regulations may require intermittent in-person appointments in order to prescribe controlled substances. If an in-person appointment is recommended or preferred, information regarding the location practice will be provided to you.

Billing and Payment

RSK Psychiatry **DOES NOT** accept insurance. Superbills (which include insurance billing codes and diagnosis codes) can be provided for out-of-network claims. If you need assistance in how to submit an out-of-network claim, RSK Psychiatry can assist on a limited basis. Most insurance companies provide instructions on their website about how to submit out-of-network claims. The process usually involves submission of a superbill provided by your doctor, followed by partial/full reimbursement from your insurance company based on the policy you have.

The following are the costs associated with appointments at RSK Psychiatry and the most common CPT billing codes that would be used for out-of-network claims:

- *90-minute intake appointment: **\$450** - 99205 and 90838 (EM with psychotherapy)*
- *25-minute follow-up appointment: **\$150** - 99213 and 90833 (EM with psychotherapy)*
- *50-minute follow-up appointment: **\$300** - 99214 and 90836 (EM with psychotherapy)*

These codes are generally accepted by all insurances without issue. If they do not accept the superbill, please contact your insurance company to discuss what information is required to receive appropriate reimbursement. RSK Psychiatry is fee-for service. You are responsible for all fees associated with your care.

If you attend in-person appointments, payment via cash, check, PayPal, Venmo, or CashApp will be considered on a case-by-case basis. Card payment through the secure software provided by Simple Practice is preferred.

Payment will be charged to the card on file within one business day after the completion of your appointment. Payment in-person via other means is expected at the end of your session. Future sessions will not be provided until any outstanding balance is paid in full.

Payment for initial consultations is required in full, at least 24 hours prior to your initial appointment. If you do not pre-pay for your initial consultation, your appointment is not secured. This payment secures your appointment and allows limited openings to be utilized by patients motivated to receive treatment. If RSK Psychiatry cancels your initial consultation, the full payment will be refunded. If you have already paid the initial consultation fee and require your initial consultation to be rescheduled, please contact RSK Psychiatry as soon as possible. Your payment will be applied to your rescheduled appointment time. Cancellations within 24 hours for initial consultations will not be refunded.

Missed Sessions

The fee for missed sessions with less than 24 hours' notice of cancellation, regardless of cause, will be charged the full rate of the appointment as listed above. If an appointment can be rescheduled within the same week, cancellation fees can be waived at the discretion of RSK Psychiatry.

Cancellations with at least 24 hours of advanced notice will not incur a fee. Multiple consecutive appointment cancellations, regardless of timing, may result in discharge from treatment with RSK Psychiatry.

Please call or email as soon as you know that a session needs to be cancelled or rescheduled. Efforts will be made to reschedule your appointment based on availability.

Non-controlled substance prescriptions

If medication is prescribed by RSK Psychiatry, you will be informed of the reason for your medication recommendation and potential risks and benefits. Appointment times allow for discussion of your prescriptions and questions you may have. Automatic refills can be provided for non-controlled substances.

Prescription refill requests will be processed within one business day. Requests must be submitted by 5 PM on weekdays to obtain a refill on the following business day. Requests submitted after five PM on Fridays may not be refilled until the following Monday. There is no charge for refill requests. Please give RSK Psychiatry as much notice as possible when requesting a refill. Changes in pharmacy staffing, hours of operation, and supply chain issues can cause delays in filling your medication even if the request is submitted in a timely fashion.

Controlled Substances prescriptions

Controlled substances such as stimulants (Adderall, Ritalin, Vyvanse, etc.), benzodiazepines (Ativan, Klonopin, etc.), and sleep medications (Ambien, Sonata, Restoril, etc.) have additional

regulations. This usually includes checking state prescription monitoring programs, which indicate how recently you filled controlled prescriptions from any doctor. These are state regulations that are in place to prevent “doctor shopping.” Controlled substance prescriptions cannot exceed thirty-day supplies. Therefore, patients with prescriptions for controlled substances are expected to maintain, at minimum, monthly appointments. Controlled substances **CANNOT** be prescribed across state lines. Residents of New York receiving telehealth services from RSK Psychiatry are unable to have controlled substances filled during their appointments.

The prescription of controlled substances is at the discretion of RSK Psychiatry clinicians. Controlled substances are often addictive and can lead to life-threatening side effects if not used appropriately. If there is concern that a controlled substance is being misused, overused, combined with drugs and alcohol, being sold to others, or obtained from multiple physicians, RSK Psychiatry reserves the clinical discretion to stop prescribing controlled substances and terminate your continued treatment.

Pharmacies

Prescriptions can be sent to most pharmacies in North Carolina or New York. Some insurances require prescriptions to be sent to mail order pharmacies (CareMark, Carelon, etc.), in 90 day supplies. Please inform RSK Psychiatry of any requirements from your pharmacy in order to have your prescriptions covered by insurance. A 90-day mail-order supply is not possible for a controlled substance, in which case paying without insurance at a local pharmacy may be required.

If you would prefer to pay for prescriptions without insurance, websites such as www.costplusdrugs.com offer a variety of medications at reasonable prices. These websites still require a prescription, which can be sent electronically. Many pharmacies also offer lists of low-cost generic medications (e.g. the Wal-Mart “\$4 list”). If you have any questions, RSK Psychiatry can address them at your appointment.

www.goodrx.com is another useful website that can provide price comparisons for local pharmacies and reduced costs for medications not covered by insurance.

Laboratory Work

Some medications require laboratory work and/or an EKG before initiation. If you have recently obtained these tests from another physician, you are encouraged to provide a copy of your results to RSK Psychiatry. Records can be requested from another physician with your consent. RSK Psychiatry prefers lab work to be obtained by your primary care physician. This is often covered by your insurance. Clinicians at RSK Psychiatry can coordinate care with your primary care physician with your consent. Many primary care physicians are willing to work with other physicians to provide coordinated care.

Confidentiality

Conversations during appointments, over secure messaging, and information in your medical record are confidential **EXCEPT** if there is a concern about your safety or the safety of others. Otherwise, information is not shared with anyone without your express, written consent. In time-

sensitive situations, verbal consent to share information can be accepted and will be documented as such in your record.

Access To Your Chart

You have the right to request your medical records. RSK Psychiatry retains the right to withhold certain information if it could lead to clinical deterioration or harm.

Completing paperwork and forms

RSK Psychiatry is willing to help complete forms and paperwork for established patients as part of regularly scheduled appointments. Some paperwork is lengthy and may require additional appointments to complete. One-time consultations for the sole purpose of completing disability paperwork are not offered.

CONSENT FOR TREATMENT AND FINANCIAL RESPONSIBILITY AGREEMENT

I hereby consent to and authorize Dr. Ryan Kaufman, psychiatrist at RSK Psychiatry, to evaluate my medical condition and conduct any routine and non-invasive diagnostic and therapeutic procedures and treatment that, in Dr. Kaufman's judgment, are necessary for my care. I understand that I have a right to refuse any recommended treatment once it has been explained to me.

I have read the above information. My signature below indicates that I understand and accept these provisions.

SIGNATURE:

NAME:

DATE:
