

Office Hours: Monday through Friday, 9 a.m. to 5 p.m. For your convenience, open during your lunch hour. Closed for lunch from about 1:00 to 2:00 p.m. to take our lunch and catch up our duties.

Appointments: Making, changing and breaking them: It is necessary to schedule an appointment to see Dr. Cox. No “walk-ins”, please. If you are not going to keep your appointment, please cancel it as soon as you can, so someone else in need can use the time. Due a shortage of psychiatrists and so many people not appearing for their reserved time, sometimes making it impossible to see persons in crisis who desperately need to be seen, we reserve the right to charge \$100 on up to the full cost of the visit for a “no show” -- an appointment which is not cancelled within 24 hours without reasonable cause, such as road closings due to snow, etc. **To cancel an appointment**, please call the office number and leave a message.

What Is an Emergency? After hours, an emergency is a matter that can't wait until office hours. If you have an emergency, call the office number (859) 272-0991. Your call will be answered usually within an hour (usually sooner). I try very hard to return all emergency calls. If your call is not returned, please re-call and leave your number again, because something surely went wrong. If you have an urgent or life-threatening emergency and have trouble getting through to me, I apologize; but, please, for your safety, call 911 or go to the nearest emergency room immediately.

When Dr. Cox is not on call, the office cell phone 272-0991 will have the name of a doctor who has agreed to take emergency calls for his patients. Please don't bother them if is something that will wait. You may be billed for their time by them.

E-mail and Texting me is Prohibited: Dr. Cox not allowed to send or to accept e-mails about clinical matters. Please do not e-mail or text Dr. Cox and do not ask him to e-mail or text you. It is forbidden by HIPPA and insurance regulations. Instead, voice call, fax, write, or best yet, come in for a real appointment. Since the IRS, Equifax, the US presidential campaign and Social Security have all been hacked, our office has no chance of guaranteeing the confidentiality of your emails or texts. And, Dr. Cox still carries a flip phone. He may not see your e-mails or texts for days, if ever.

Telephone Consultations. If your problem can wait until your next visit, we'd like for you to save it until then. If you have something that can't wait until then, please phone the office telephone number 272-0991 and make an appointment or leave a message. If you have Dr. Cox's cell phone number, please, do not call it; especially during office hours when he is seeing other patients. It annoys them and Dr. Cox. You must be the judge about when to call (during office hours, at night, or on the weekend) based on whether you think it should wait until office hours or not. If you have a life-threatening or seriously painful problem, don't wait. In those cases, Dr. Cox wants you to call, day or night, weekend, whatever.

More on telephone calls. Dr. Cox attends church on Sunday, at either 10 AM or 4PM. If you call Sunday and he is in church, he'll return your call when the service is over. If you ever have to re-call Dr. Cox, leave your number again. Sometimes your number is stated incorrectly or the recording of it might be garbled. Please don't use telephone calls as a substitute for office visits. Face to face consultations are usually better quality and value.

Why is this so expensive? That is a good question. Here's why. For every \$3 you pay our office, the office gets to keep \$1. We charge a fee for Dr. Cox's knowledge, skill, experience, plus taxes, his office manager's living, the rent of our nice facility, Dr. Cox's medical license fees, our insurance, office

supplies, expenses for copy/fax/computer/printer machines, telephone, utilities, legal and professional fees and the cost of continuing medical education. Another reason that it is so expensive is we do not overbook the schedule. **We charge for all professional services** utilizing Dr. Cox's experience, knowledge and time, whether performed at the office or on the telephone or in writing. Dr. Cox doesn't do cut rate care and he doesn't charge cut rate fees. If you need to see an inexpensive psychiatrist, Dr. Cox is definitely not that person. We are sorry, but this is an expensive overhead occupation profession.

Running out of Refills? If you are running out of medicine, perhaps Dr. Cox miscalculated the number of pills or the number of refills. If this is his mistake, there is no charge for him to investigate the matter and call your pharmacy to correct his error (and you have his apology). Sometimes it is the fault of his patients that they are running out of medicine. Here are the common reasons: They failed to schedule or to keep an appointment and ran out. Or, they took more medication than they were directed to take.

Don't ever, ever, ever take more medicine than Dr. Cox prescribed. If you feel you need more than is prescribed, call our office or come in and discuss your situation with Dr. Cox. If **he** then tells you to take more, it is OK. If **you** increase your dose on your own, it is not only **not OK, it is illegal**. And, it is an act of drug abuse. It is grounds for immediate dismissal as a patient.

Every day we have a stack of 10-20 calls about patients wanting a refill called in. It takes more time than you'd guess to do this. We have to get your chart, read what is going on with you. We have to count up the pills and calculate with dates the data, get online and check your Kentucky DEA KASPER report, call the pharmacy, wait on hold for at least 2 to 6 minutes, give the order to the pharmacist or recorder, and call you back to confirm. Multiply this times 10-20 patients a day and you can see what a problem this has become. If it is somehow your fault that you are running out of medicine (like not showing up for your appointment), you will incur a fee to tend to the matter. At the most we may be able to telephone in a limit of 10 days of medicine, until you can be seen for a regular appointment. **However, if you miss that regular appointment also, we will not be able to prescribe another "last minute" refill for you.** So, keep your appointments, so as not to run out of medicine.

Side Effects Every medicine has a risk of side effects. Dr. Cox tries to make good decisions in choosing medicines which have the least side effects while still having a good probability of being effective. Though annoying, actually, side effects are not always bad. Side effects may give the experienced clinician an indication of the attainment of an effective medication serum level; and, sometimes, they are an indication of what is the matter with the person because of the way the medicine affects a person. Bring your side effects to Dr. Cox's attention at the beginning of each visit, so he will have time to address them.

Financial matters – our policy 1. We provide personalized, good medical care to you. 2. In return, you pay for your visits **at the time you are seen**. 3. If you have insurance, we will provide you with a special receipt showing the information your insurance company needs to reimburse you, if you have such benefits.

Our office accepts cash, check, Visa and Mastercard. Overdue balances are subject to 1½% per month (18% annual interest). **Unpaid balances at 90 days late are grounds for asking you to see another provider for less expensive care.**

Confidentiality Anything a patient tells Dr. Cox is confidential with the following exceptions: 1. If a patient is intent on harming their self and will not admit themselves into a hospital, then Dr. Cox must call the police or take similar action. 2. If a patient reveals to Dr. Cox that they intend to injure or kill another person, Dr. Cox is required by law to take appropriate action, which is, warning the victim and calling the police. 3. If a patient abuses a child, or anyone for that matter, or if they themselves are being abused, Dr. Cox is required by law to report this to Kentucky protective services. 4. If a court subpoenas your patient record, Dr. Cox is required to release them. He may try to notify you of this beforehand, so your attorney can try to intervene. 5. Our patient's record will be released to a third party **only** if there exists written permission from you. 6. This is important: Dr. Cox may communicate with your private doctor, or a doctor to whom Dr. Cox is referring you; and, very rarely, he may communicate with your family, all the while taking care, in his discretion, to try as much as possible not to divulge embarrassing or upsetting confidences. – see consent for treatment.

Shhhhh! Remember, being in a doctor's office obligates you to be respectfully confidential about other persons' medical affairs. Should you happen to see someone that you know, or you hear something about them, you must not mention it to anyone. It is against criminal federal law. And, you might be subject to a civil lawsuit if you harmed someone's reputation.

It is important for you to **keep your address and telephone number up to date at our office**, in case we have to change your appointment, or if there is a medication recall.

Medication is Dr. Cox's strong suit. But it can't work if you are taking it incorrectly or combining it with more than one mixed drink of spirits or 2 beers per day. Dr. Cox needs you to take any medication regularly and exactly as prescribed. Set an alarm on your cell phone to remind you to take it. Put your evening med bottle on top of your toothbrush to remind you. Request a free pill organizer at Krogers and lay out your pills by the day of the week so if you can't remember if you took it or not, you can look in there and see whether it is gone or not.

Trust and rely upon Dr. Cox to help you with your difficulties. You and he need to hit it off well. Studies have shown that two things are most important in making treatment work. One is that you and your doctor hit it off. It does not work if your appointments turn out to be unpleasant and aggravating. If you are seeing any mental health professional and dread going, Dr. Cox's **advice might be to switch doctors. That applies to Dr. Cox too.** He needs you to feel like he is really trying to help you. If you don't like him or feel that he is not trying to help, it's not going to work; and, in that case, you must find someone else with whom you can connect and have a good doctor-patient relationship.

Keep appointments. That same study showed that people who had successful outcomes, were people who kept their appointments. That makes sense. If you don't go regularly, who would expect it to work?

The Three Month Rule. If you are not improving by three months of seeing Dr. Cox, he advises you to change to a different doctor or, at least, get a second opinion. Many times, he has helped a treatment-resistant patient that had been seeing another doctor with his second opinion consultation. Dr. Cox luckily saw something that previous doctor just didn't happen to pick up on. Since that can happen, use the three-month rule to increase the odds of improvement. It won't hurt Dr. Cox's feelings at all for you to see another doctor for any reason – He just want success for you.

Don't give up. He won't give up on you. In psychiatry, his motto is "There are very few hopeless cases, but there are many caregivers who give up hope and quit trying."