

General Office Policy

Appointments:

Office visits are scheduled for specific dates and times. Sessions can be scheduled for 15, 25, 45 or 60 minutes. It is important that the sessions begin and end on time.

A 24-hour cancellation notice is required to avoid a charge for this time. Cancellations for a Monday appointment should be made no later than Friday morning. If you are ill or have another emergency please notify the office as soon as possible at 615.269.4557.

Fees and Insurance:

Payment is expected at the time of services.

Statements are mailed/emailed via portal on a monthly basis to those with an unpaid balance. If you keep your balance at zero but plan to file for out-of-network benefits with your insurance company, please access your invoice through your online portal. The invoice will provide you with the necessary information you will need to submit your claim.

You have the right to request and receive a "Good Faith Estimate" explaining how much your medical care will cost. Please see "Good Faith Estimate" under the paperwork section of the website.

For out-of-network claims, please inform your insurance company to reimburse you directly, not the physician who provides your care.

This office will not bill your insurance company.

Fees apply to telephone conferences, telephone sessions, reports (legal, school, other), and insurance/pharmacy prior-authorizations.

Prescriptions:

New prescriptions and refills should be obtained at scheduled appointments. If a prescription is needed between appointments, please notify the office Monday through Thursday between 9am and 4pm.

Please give as much notice as possible for prescriptions (one week requested).

Refer to fees section above for information regarding prior-authorizations.

Kathryn Eckstein Jalovec, M.D.

Child, Adolescent and Adult Psychiatry

4535 Harding Pike, Suite 102

Nashville, TN 37205

(615) 269-4557

Communications:

I do not use email/text.

As an established patient, you may have access to messaging through the online health portal. Messages through the online health portal will be saved as part of your medical record. Please allow 24 business hours for a response to messages sent through the online health portal. Messages will only be checked during business hours and are not to be used for any emergent or urgent needs.

Emergencies:

In the event of an emergency (a situation which requires immediate attention to oneself or one's family as there is concern about potential safety threat), call 911 or go to the nearest hospital emergency room.

Hospitals that provide emergency psychiatric assessment and recommendations include:

Vanderbilt Respond: 615.327.7000

Parthenon Pavilion 615.342.1400

If you need to speak to me urgently, please call 615.269.4557 and inform the office/answering services. I will be contacted immediately.

If I am not available (not on call or away) emergency situations will be covered by a psychiatrist physician colleague. You will be referred to this physician by the office or answering service.

Termination:

If no contact or appointment has been made with me in 6 months, it will be considered your notice to termination. If at a later date you wish to reinstate your care, you are welcome to call and register as a new patient.