

Dr. Lockman's Clinic Policies

Limits of Services

Psychiatric services carry both benefits and risks. Sessions can significantly reduce the amount of distress someone is feeling, improve relationships, and/or resolve other specific issues. However, these improvements cannot be guaranteed for any condition due to the many variables that affect these therapy sessions. Experiencing uncomfortable feelings, discussing unpleasant situations and/or aspects of your life are considered risks of therapy sessions.

Confidentiality

Limits of Confidentiality:

What you discuss during your therapy session is kept confidential. No contents of the therapy sessions, whether verbal or written may be shared with another party without your written consent or the written consent of your legal guardian. Insurance companies and other third-party payers are given information that they request regarding services to the clients. The type of information that may be requested includes types of service, dates/times of service, diagnosis, treatment plan, description of impairment, progress of therapy, case notes, summaries, etc.

The following is a list of exceptions:

1. Duty to Warn and Protect: If you disclose a plan or threat to harm yourself, Dr. Lockman must attempt to notify your family and legal authorities. In addition, if you disclose a plan to threaten or harm another person, Dr. Lockman must warn the possible victim and notify legal authorities.
2. Abuse of Children and Vulnerable Adults: If you disclose, or it is suspected, that there is abuse or harmful neglect of children or vulnerable adults (i.e. the elderly, disabled/incompetent), the therapist must report this information to the appropriate state agency and/or legal authorities.
3. Prenatal Exposure to Controlled Substances: Mental health professionals must report any admitted prenatal exposure to controlled substances that could be harmful to the mother or child.
4. Minors/Guardianship Parents or legal guardians of non-emancipated minor clients have the right to access the clients' records.

Secure Portal, Emails, Phone Calls & Emergencies

Dr. Lockman has a secure patient portal through Simple Practice, through which you may send communication that involves personal health information protected by HIPAA.

Dr. Lockman's email consult@lockmanmd.com can be used for communications which do not involve HIPAA-containing information. For small administrative matters such as checking appointment times or changing them, you are welcome to email Dr. Lockman. Emails are generally returned within 48 hours on weekdays.

If you need to contact Dr. Lockman between sessions about a clinical matter, please leave a message on her confidential voicemail at 408-359-7077. She does her best to respond within 48 hours.

If there is a life-threatening emergency, including imminent safety concern for you or others, please call 911 or use your local emergency services. Dr. Lockman's voicemail and email are for non-urgent communications only.

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Billing and Payments

Dr. Lockman does not accept insurance. If you would like to request reimbursement from your insurance company, please contact them directly for details. Dr. Lockman is glad to provide an invoice and/or superbill.

If you do not have insurance, will be paying out of pocket and have financial challenges, please ask to see if you qualify for a discounted rate. A "sliding scale" exists for this practice, based on household income and dependents.

Payment for services is due prior to your appointment start time. Please visit www.lockmanmd.com and select "Services" to be directed to the payment website. Credit card is accepted. To request an alternate arrangement, please contact Dr. Lockman directly. Your appointment may be rescheduled if payment is not received.

Cancellation

If you are unable to attend an appointment, we request that you provide at least 48 hours advanced notice. Since we are unable to use this time for another client, please note that you may be billed \$50 if it is not timely cancelled, unless such cancellation is due to illness or an emergency. We appreciate your help in keeping the clinic schedule running timely and efficiently.