

Telepsychiatry Guidelines for Dr. Lipsig

Dr. Lipsig is providing the option of telepsychiatry appointments to his established patients. These appointments can be conducted either online or by phone. If you are interested in telepsychiatry, please ask Dr. Lipsig whether he feels that this would be appropriate for your treatment.

There are two different types of telepsychiatry appointments that Dr. Lipsig is offering to his patients. These include scheduled or virtual walk-in appointments.

General Guidelines (these guidelines apply to both scheduled and virtual walk-in appointments)

- 1) Please read the Psychiatric Associates of Atlanta Telepsychiatry Consent Form. You can find the form at davidlipsigmd.com under Patient Resources. By scheduling and using the telepsychiatry option for your appointments, you are stating that you have read and agree to the contents of the Consent form.
- 2) Doxy.me (www.doxy.me) is the HIPAA compliant, secure website over which these appointments will be conducted. Doxy.me is a simple, secure system to use. In terms of web browsers, Doxy.me works with Google Chrome and Mozilla Firefox. If you are using an Apple computer, please use Google Chrome. As of January 2019, Doxy.me is no longer supporting the Doxy.me app that was previously available. If you plan to use a smartphone or tablet, please use the web browser on your device and not the app.
- 3) Once you enter the virtual waiting room (at doxy.me/drlipsig), the system will ask for your name. We suggest that you either give your full name (if comfortable) or use your first name and initial so that Dr. Lipsig knows that you are in the waiting room. Also, please provide a phone number for Dr. Lipsig to call, in case the online connection is disrupted.

Guidelines specific to scheduled online appointments:

- 1) Once you have read and agree to the Consent form, you can make appointments with our office or through the online scheduling system, just as you would with in-person appointments. When calling our office, please clarify the specific type of appointment (phone or online).

- 2) Doxy.me provides the option to text Dr. Lipsig through the system. If you do send a text, please realize that Dr. Lipsig might be in another telepsychiatry appointment and might not be able to respond right away. Also, Dr. Lipsig might send you a text if he is running late or to see if you are ready to start your session.
- 3) Please note that once an appointment is scheduled, the Psychiatric Associates of Atlanta's late cancellation policy goes into effect. This policy requires one business day's notice from the start of the appointment time to avoid a late cancellation/no show fee.

Guidelines specific to virtual walk-in appointments:

- 1) Once you enter the virtual waiting room, in addition to giving your name and phone number (as stated above), please text the type of appointment that you want (phone or online) and the length of the appointment (options include medication management or therapy). Note that if you request a phone appointment, the appointment will be conducted through the doxy.me website.
- 2) When Dr. Lipsig is available to start your appointment, he will message you through doxy.me to ask if you are ready.
- 3) In the event that there is more than one patient wanting to be seen at the same time, patients will be seen on a first come, first served basis.
- 4) With the doxy.me program, patients are not able to see their place in the queue. If you want an update regarding your position in the queue, you may send a message to Dr. Lipsig through the doxy.me system. Dr. Lipsig will respond when he completes his current appointment.
- 5) The walk-in program will have start and end times. Dr. Lipsig will make every effort to see all of the patients requesting walk-in appointments. However, it is possible that demand might exceed the time available. In these instances, Dr. Lipsig will message those patients as soon as it becomes clear that they cannot be seen. Therefore, please allow for that possibility when considering the need for medication refills.
- 6) The hours will take place on Friday afternoons from 2-6 pm. Any changes or exceptions will be posted by Wednesdays at 12 pm on the doxy.me/drlipsig virtual waiting room.