

Margarita Krasnova, MD

Adult Psychiatry

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Practice Information

Appointments

Office hours are by appointment only. The initial evaluation is scheduled for 90 minutes. I like to set aside more time during our first visit, so that we have the room to discuss what has been happening presently, leading up to the evaluation, while also having enough time to discuss relevant past history. From this important initial conversation, I start to make a formulation regarding what best describes your immediate challenges. This formulation may be a diagnosis, such as a form of depression or anxiety, or it may be a broader description including the internal and external factors that I think are contributing to the present difficulties. For the remainder of the session, we'll discuss the assessment and treatment options together. Usually, by the end of the first visit, we will be able to begin treatment, whether through therapy or medication. In most cases, individuals are seen for both therapy as well as medication management, but I do have some in my practice that see me for therapy alone and take no medications, and some that see me with more of a focus on medication treatment.

Most follow up appointments are scheduled as 45 minute therapy sessions, which may also include relevant discussion of medication. Follow up visits with an emphasis on medication treatment and only brief therapy are scheduled for up to 30 minutes. The appointment time is reserved for each session, so there is usually very little or no waiting for your appointment to start. If you are late, your appointment may still conclude at the end of your scheduled appointment, or may be forfeited if there is not enough time left to have a meaningful session. I keep this policy so that I remain prompt and on time for all my patients.

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However, if I am running late for your appointment, you will still receive the full time that was allotted for your visit. Any significant additional time requested outside of scheduled appointments will be billed in 15 minute increments. This includes phone or email consultations, filling out forms, writing letters, review of outside records, or other administrative tasks.

Appointment times are reserved for each session. If you cannot make your appointment, please call to cancel or reschedule as soon as possible, giving a minimum of 24 hours notice. If you do not come to your appointment, or cancel less than 24 hours beforehand, then you will be charged at your regular customary fee for your missed session. I keep this policy so that the time I am available is best utilized for all my patients as appointments that are cancelled in advance can become available to others.

Record Keeping & Confidentiality

A electronic chart in your name is maintained describing your condition, diagnosis, treatment and progress. An entry is made for each appointment. The information that is contained in your record will not be released without your written consent except in the circumstances explained in detail in the Notice of Privacy Practices (NPP). Medical records are kept electronically with appropriate security precautions. If you are using your insurance company for reimbursement, they may require a diagnosis and may even request treatment information or copies of your chart. I am obligated to provide this to them if you wish to be reimbursed.

Use of Medical Insurance, Fees & Payment

In order to provide a more comprehensive and effective type of care, I have opted not to participate in medical insurance company contracts (such as HMO or PPO plans). I am also not a Medicare or MediCal provider. These plans pressure participating psychiatrists to provide mostly medication management services to high volumes of patients and require spending extra time on administrative tasks rather than patient care.

However, it has been my experience that being able to spend more time with individuals, and using therapy as a primary mode of treatment leads to:

- 1) more accurate assessments,
- 2) more appropriate and personalized care,
- 3) more meaningful improvement,
- 4) improved long term emotional health, and
- 5) fewer future relapses.

If your insurance plan will reimburse a portion of the fees for out-of-network providers, which is typically the case with PPO plans, you will be provided a statement which you can submit to your insurance company. You will be reimbursed directly by your insurance plan, which may offset some of your final out-of-pocket costs. You can check with your insurance plan to see if this provision is part of your individual plan.

All visits must be paid for at the time of the visit (cash, check, or credit card). If payments are made by cash or check, I request that a credit card still be kept on file. I cannot accept responsibility for negotiating claims with insurance companies or other persons. You are responsible for payment of your medical care regardless of the status of your claim. Any other financial arrangement must be made prior to service.

Communication Outside of Appointment Times and Emergency Availability

Messages can be left on my voicemail at (310)961-4896. Messages are generally returned within one to two business days, depending on the urgency of the matter. If left on a non-business day, such as weekends or holidays, messages will be returned on a business day. I may also be contacted by text messaging as outlined in the Consent for Text Message Communication form. In the case of a true emergency, I can be reached by calling (310) 961-4896. If I am not available for an extended period of time, I will always arrange for a psychiatrist to cover my practice.