

Appointments:

- Services are by appointment only and can be in person or using tele psychiatry.
- Payment is due at the time of service.
- We request that you notify us at least 24 hours in advance of a cancellation or need to change your appointment time. There is a \$ 30 charge for missed appointments
- After three missed appointments we will terminate the patient-clinician relationship.

Initial Visit - New Patient

- New patients must bring a photograph identification such as drivers license along with all insurance cards.
- Please bring a current list of your medications with you.
- We recommend that new patients have a primary care provider.

Prescriptions and Refills

- Prescriptions are either written or electronically transmitted by the provider at the time of your visit with sufficient quantities and refills (if applicable) to last until your next appointment. It is important that you keep your appointments to avoid running out of medication. We typically do not refill medications without an appointment.
- Prescription requests for Schedule II medications (Adderall, Ritalin, Vyvance, etc.) must be requested at least one business day in advance. We are not allowed to telephone prescriptions for Schedule II medications.
- Patients on controlled substance medications should use the same pharmacy each time for refills. Patients may be required to sign a controlled substance agreement with the office. We run controlled substance reports to verify your prescription history.
- We do not write 90-day supply prescriptions for controlled substances for either local or mail order pharmacies.
- We will assist you with insurance requests for prior authorization. Please refer to your insurance company and pharmacist should you have additional questions. The process can take 7 days to complete depending on your insurance company.

Forms and Telephone Calls

- There is a minimum charge of \$ 30 per form for time spent completing forms or letters including disability forms. Insurance does not cover this expense.
- We reserve the right to bill for telephone calls between you and your provider. We typically do not make medication changes over the telephone except in emergencies.
- Clinical staff are not able to immediately respond to each telephone call. Please inform the receptionist if the call is urgent. Routine requests (forms, refills, general questions) should be addressed during the office visit.
- Privacy regulations limit the use of email communication between you and the office outside of the patient portal software.

Financial Policies

- You will be responsible for any outstanding balance, co-payments, co-insurances, and deductibles.
- There is a \$ 45 fee for returned (NSF) checks.
- There is a \$ 30 fee for missing an appointment without notifying the office. Insurance typically will not pay this fee for you.
- Any accounts that are past due after 90 days are subject to referral to a collection agency. We reserve the right to terminate the patient-clinician relationship for accounts that are past due after 90 days.

Patient Signature

Date

Clinic Staff Signature

Date