

OFFICE POLICIES AND PROCEDURES

The following information is provided for you as a resource outlining our office policies. We strive to provide the highest level of patient-centered psychiatric care. We hope this information will answer most questions you might have about our practice. For more information about our practice, please visit our website at www.AdelphaPsych.com. We look forward to being a partner in your mental health.

Regular Office Hours

Our office staff is available to assist you during our regular office hours of Monday through Friday 8am to 4:30pm. We close for lunch from 12 to 12:30pm daily. We are also closed most holidays. Please check our website for a complete calendar of office staff availability.

Appointments

Patients are seen by appointment only. We ask that you help us by being on time for your appointment and by calling if you will be late. Should you need to cancel or reschedule an appointment, at least 48-hour notice will be required. Late cancellations/reschedules will incur a \$200 no-show fee. This fee must be paid before you will be rescheduled.

The first three office visits are for consultation only. No patient-doctor relationship is implied beyond those first three visits unless agreed upon by both the provider and the patient. For patients under the age of sixteen, two appointments are required within the first week of scheduling.

Emergency Care

In the event of a life-threatening emergency, please call 911 or go to the nearest hospital emergency department. The physician on duty can assess the problem, begin treatment, and contact our office to coordinate care. Please remember that psychiatric emergencies can be life-threatening.

If you have an urgent non-life-threatening psychiatric problem, please contact our office at (818) 643-5082 and select the appropriate option to be connected with our on-call psychiatrist. Please note that this is for urgent psychiatric problems only. Any calls for medication refill requests will be charged a \$150 fee. To request medication refills, please contact your provider directly.

Professional Fees/Insurance

Our office will electronically verify your health insurance benefits in advance of your appointment and will inform you of the expected co-pay amount for each visit. However, all insurance companies state clearly that "verification of benefits does not guarantee payment." If your insurance company fails to pay you will be responsible for the cost of the visit. A complete list of fees is available from our office upon request.

Payment is expected at the time of service. We gladly accept all major credit cards. A receipt and/or insurance statement will be provided at the time of service.

As a courtesy for our patients who wish to use their out-of-network insurance benefits, we will submit a bill to your insurance company on your behalf. However, you will be required to pay the cost of your visit at the time of service. Upon reimbursement by your insurance company we will credit your account and hold these funds on account for future services; or at your request return the excess funds to you by check. Delinquent accounts may be referred to a collections agency.

Prescriptions

Your medication is important and we do not want you to run out as this could be medically dangerous and sometimes life-threatening. It may take up to one business day from the time of your call to get your prescription refilled. Please plan ahead.

New patients will be required to complete three visits with the provider before a prescription for a controlled substance will be given.

If treatment with controlled substances is deemed appropriate, all prescriptions will need to be obtained during a scheduled appointment and will not be called in to a pharmacy. No early refills will be provided. If it is discovered that prescriptions are being filled by other physicians for the same or similar medication, or other behaviors concerning for misuse are discovered, you will be immediately discharged from the practice.

Confidentiality

In general, the law protects the privacy of all communications between a patient and a mental health professional. Our office can only release information about you and your treatment to others with your written permission. However, there are some exceptions to this, including the following:

- We may release specific information in some legal proceeding as ordered by a judge.
- We may be obligated to take action in a situation where we have to protect others from harm. For example, if we believe a child, elderly person, or disabled person is being abused or neglected, we must file a report with the appropriate state agency.
- If a patient threatens to harm himself or others, we may be obligated to arrange hospitalization or contact family members or others who can help provide protection.

Although these situations are rare, your safety and the safety of those you encounter is our utmost priority.

Maintaining Patient Status

For all patients who are doing relatively well, with mild symptoms, or with conditions in remission, you must be seen at least once every three months to maintain active status. If a patient is unwilling to be seen at least once every three months, their file will be closed and they will be discharged from the practice.

Pet Allergies

Please be advised that several of the providers in our practice make use of therapy dogs in the treatment of their patients. All patients may be exposed to pet hair and dander on the premises. If you are severely allergic, you may want to consider seeking treatment elsewhere.

*Thank you for reviewing this important document.
If you have questions about any of these policies or procedures, please contact our office.*
