



Office Policies

Please carefully review the following office policies, and contact us if any questions arise regarding these policies.

Appointment Cancellations

To avoid being charged, cancellations must be received at least **two full business days** prior to the appointment. Appointments cancelled with less than 2 full business days' notice will be charged at the regular rate. Appointments will not be rescheduled until this charge is paid. Your appointment time is reserved for you. Cancelling an appointment on short notice or missing an appointment altogether results in lost time when care could have been provided.

Communications

For your convenience, we will offer appointment reminders via phone call, text, and email. Patients have the ability to opt-out of reminders at their request. Your psychiatrist and/or counselor may contact you via email, phone call, or online video to discuss your care.

Prescription Refills

Refills are provided during appointments. It is the patient's responsibility to schedule the next appointment 1 month in advance to obtain prescription refills before running out of medication.

Your Required Forms

Routine school/work excuses and short forms (requiring less than 5 minutes) may be completed without charge during your appointment. Please notify your psychiatrist at the beginning of your appointment if short forms/letters need to be completed or signed. Longer forms will be completed outside of your appointment time for the following fees (based upon the time required to complete the document).

10-29 minutes - \$120

30+ minutes - \$300/hour

Your Family Psychiatrist does not complete or provide documents regarding custody/divorce disputes.

Record Requests

Within 1 week following written notice, records can be copied for pick up or mailed to the patient's address on file. The fee for copies is \$25 for up to 20 pages, and \$0.50 for each additional page.



Telephone Calls

Brief phone calls with your psychiatrist requiring less than 5 minutes during normal office hours will not incur fees. If calls are not answered, your psychiatrist will attempt to return the call within 24 hours. Frequent calls and calls of longer duration signal that you may need more frequent appointments, so you may be asked to schedule an appointment to address your concern. After-hour non-emergency calls and calls lasting longer than 5 minutes that otherwise would have necessitated an appointment will be charged at \$50/5 minutes.

Emergencies

In the case of an emergency, please call 911 or go to the nearest emergency room.

Follow-up Appointments

Patients are seen at a minimum of once every 3 months. If greater than 8 months elapses without you being seen in clinic, you will be asked to schedule an appointment as a new evaluation and charged the new evaluation fee.