

Psychiatry Delaware LLC

1415 Foulk Rd, Suite 104 Wilmington, DE 19803

Patient Policies (Please read and sign)

Emergencies/After Hours

____ **Initial**

- If you are experiencing a true medical emergency, have taken an overdose, or have harmed yourself in any way, DIAL 9-1-1. IMMEDIATELY.
- Delaware's Crisis Intervention provides 24 hours help for people in crisis. They can be reached at **302-577-2484** or **800-652-2929**.
- For less urgent issues that can not wait until the next business day, please call the doctor on call, **302-235-3725** and leave a message. The doctor on call will get a voice message and call you back.
- If you require an emergency appointment, please leave a message on **302-478-1450**.

Payment Policies

____ **Initial**

- Payment for services, including insurance co-payments and deductibles, is due at the time of service.
- It is your responsibility to update any insurance changes or payment methods to your account. All unpaid balances/insurance denials will be patient responsibility.
- If you do not have insurance you will be charged the full rate of services.
- *You do have the option of keeping a credit card on file for any outstanding balances.*
- Checks returned for insufficient funds will result in an additional client fee of **\$20.00**.
- Unless arrangements are made for a payment plan, all accounts that are outstanding for greater than 90 days will be sent to our collection agency.

Appointment No-Show and Cancellation Policy

____ **Initial**

- All appointments must be cancelled 1 business day prior to the scheduled appointment.
- If you no-show your scheduled appointment, you will be charged **\$75.00**.
- If you cancel your appointment less than 1 business day, you will be charged **\$50.00**.
- It is your responsibility to know the date and time of your appointment.
- Your insurance company will not reimburse you for missed appointment/late cancel fees.

Paperwork

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- Paperwork does not constitute a medical or psychiatric emergency.
- We will fill out most paperwork for an established patient **during your session** free of charge. You must present the paperwork before or at the beginning of the session. If the paperwork is too extensive to be completed during your session, there may be an additional charge.
- Any paperwork needed between sessions carries a charge of **\$50 - \$100**. This includes

short and long term disability paperwork, FMLA forms and legal paperwork.

Prescriptions, Refills, Samples, and Prior Authorizations

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- Prescription refills are provided to you at your appointment. If you need a refill before your next visit, please call our office and leave a message. Refills are only given to get you through until your next scheduled appointment, so keeping your follow up appointment is important. A fee of \$25 could be charged for requesting a refill before your next scheduled appointment. Our office has four days to complete your refill requests. It is important to contact the office before you have run out of your medications. All refills must be requested during business hours. **NOTE: Controlled substances can not be called in.**
- Our office does not provide early refills. Medications must be taken as prescribed.
- Medications changes must be discussed and approved by the doctor at your next scheduled appointment.
- Prior Authorizations, when applicable, are required by your insurance company, not your doctor. Health Insurance companies developed this process in order to limit patients' access to expensive medication that may not be necessary.
- We make reasonable efforts to convince your insurance company to authorize payment for the prescribed medication, but ultimately your insurance company decides whether or not they will pay for the medicine. This process can take up to ten working days. You may need to return to the office for another visit to discuss options if a prior authorization is denied by your health company.

Discharge

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- If you are discharged from the practice, it means you can no longer schedule appointments, obtain medication refills, or consider our practice to be your mental health provider. You will need to find another doctor at another practice.
- We will send a notification letter to your last known address, if you are discharged from our practice.
- Common reason for discharge:
 - Failure to keep appointments and frequent no shows
 - Non-compliance, which means you won't follow physician instructions about important health issues
 - Abusive to staff
 - Failure to pay your bill

I agree with the patient policies described above:

Name

Date

About our no show and late cancellation policy:

There is a national shortage of psychiatrists and qualified mental health practitioners.

Our practitioners' time is valuable.

We also value your time and do everything we can to run on-time and keep you from waiting in our waiting room. We do not routinely double-book patients and we set aside your appointment time for you and you alone.

We expect that in return, you will value our time.

We expect you to come in when you have an appointment and give adequate time (one full business day) if you have to cancel.

If you miss your appointment or cancel without giving us adequate time, this means that the time we have set aside to meet with you is wasted.

We charge you (not your insurance company) a fee for this wasted time, if you miss appointments or cancel without adequate notice. The Fee is \$75.00 for a no show and \$50.00 for canceling less than 24 business hours before your appointment.

We believe this policy is fair and necessary.

Reasonable people sometimes disagree and if you disagree with the policy, that is reasonable, but we are not the right practice for you.

If you want to become/remain our patient, please confirm that you will abide by this policy by signing and dating below. By signing, you are agreeing to pay all fees if you fail to come to an appointment or cancel with inadequate notice.

Patient Name

Date