

PATIENT POLICIES

Please read the following patient policies and sign below:

Emergencies/After Hours:

If you are experiencing a medical emergency, have taken an overdose, or have harmed yourself in any way, DIAL 9-1-1 IMMEDIATELY.

- In the event of a true medical emergency, call 911, or go to the nearest emergency room.
- For less emergent issues, call the office's main number: 302-235-3725.
- I am informed via text message, when a message is left on my emergency message line.
- If it is before or after normal business hours, I am usually able to respond. Additionally, Delaware's Crisis Intervention provides 24-hour help for people with severe mental health problems. They can be reached at 302-577-2484 or 800-652-2929.
- If you require an emergency appointment, provisions will be made for an emergency appointments to be conducted that same day, if possible.

Payment Policies:

- Payment for services, including insurance copayments, is due at the time of service.
- If a check is returned due to insufficient funds, you will be charged an additional fee of \$20.
- Unless arrangements are made for a payment plan, all accounts that are outstanding for more than 90 days will be sent to our collections agency.

Appointment Cancellations:

- If an appointment is canceled with at least 48 hours notice, the patient will not be penalized.
- A first-time cancellation within 48 hours of the scheduled appointment will not be penalized.
- A second cancellation within 48 hours of the scheduled appointment will result in a fee equivalent to half the amount of the normal visit rate. (This is the rate that I charge for my services; it is usually substantially more than your copay. Your insurance company will not reimburse you for missed visit fees.)
- A third cancellation within 48 hours of the scheduled appointment will result in a fee of the full normal visit rate. (This is the rate that I charge for my services; it is usually substantially more than your copay. Your insurance company will not reimburse you for missed visit fees)
- Exceptions will be dealt with on a case-by-case basis and are at the discretion of the doctor.

I agree with the patient policies described above:

Name

Date