

OFFICE POLICIES

Hours: **MON:** 9am-6pm **TUE:** 7am-6pm **WED:** 7am-12p **THU:** 8am-4pm **FRI:** 8am-12pm

***Please note that we are **not** in the office Wed & Fri afternoons.*

Scheduling: We understand it is difficult for you and/or your child to miss work or school to come to appointments, but if you have significant concerns or think a major med change is needed, please schedule such visits between 9am-2pm. That will give us more time to fully discuss the issues and medication options. If you feel that you need extra time, please let the receptionist know to schedule a 40 minute appointment (these will be in the daytime).

Finances/copays: As far as your benefits go, we rely on what your insurance tells us to be current and accurate information. Unless we have written information stating otherwise (like an EOB or deductible met printout) we assume that your deductible has NOT been met. When in doubt, we will charge the higher amount. You will be credited/ refunded if you overpaid. For refunds of \$30 or more, checks are mailed out within 3 days of us receiving the insurance payment; amounts less than \$30 are kept on the chart as a credit (unless you ask for the refund, then we're happy to provide).

Patients usually receive EOBs a week or two before we receive payment...if you are owed \$30 or more and haven't received a refund check two weeks after you received an EOB, call us and let us know, so we can investigate the delayed insurance payment.

Payment in full (including any past due balances) is expected at the time of service. We will accept a postdated check - just let us know what date we can cash it and we'll mark the check with a sticky note. We also accept credit card payments over the phone (please call **before** the appointment time). On request, we can keep your credit card information on file and run it at each appointment.

Insurance changes/updates: In order to use your new insurance at an appointment, you need to notify us 3 business days before the appointment with the new insurance information. The quickest way to do this is through the onpatient portal; written communication creates less misunderstandings. This includes same insurance, but different ID numbers; oftentimes, benefits are quite different with the new ID number. If any of your information changes (address, phone, email, etc.), please provide the information in writing when you check in for your next appointment. Simply request your "intake form" (the form with all of your demographic data we ask you to sign every year) and make the necessary changes. If insurance updates are provided less than three days before, we will ask you to pay the self-pay rate of \$80. We will bill your new insurance and will refund any overcharge after the insurance pays. If you provide insurance information after the day of the appointment, there will be a \$25 rebilling fee.

Who can bring children to appointments? A biological parent or court-appointed legal guardian must bring the child to the first appointment. For follow-up appointments, any adult may bring the child if no medication changes are needed. However, ***only biological parents and legal guardians are legally authorized to consent to treatment and medication changes***. If there is someone else you would like to have that ability (stepparent, grandparent, etc.), please ask us for the form to sign.

Can teenage patients come alone? Yes, if you trust them to give me the correct information about how they're doing and if no medication changes are needed. Again, *I cannot make med/dose changes without a parent's permission (or authorized guardian - see above)*. They will either need to pay the copay at their appointment time, or you can call before the appointment with a credit card over the phone.

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No-shows/cancelling less than 24 hours: Please read the financial agreement fully. Appointments that are missed or cancelled on late notice will be charged \$40. The first late cancel fee in a twelve month period is waived. Calling to cancel less than an hour before your appointment counts as a missed appointment, not a late cancel.

Appointment reminders: The office uses a system called DrChrono for scheduling and appointment reminders. On the intake form, please let us know your preference: two texts, two emails, or one of each. Reminder texts/emails are a courtesy, not a guarantee. *It is still considered a missed appointment even if you did not receive the reminder.* When making an appointment, we are very happy to provide a written appointment card. You can also log in to onpatient to see future appointments.

Onpatient access: The office uses a patient portal for messaging. You can ask for refills, check when your next appt is, obtain a list of your medications, upload your new insurance card, and contact us with questions through this system. If you didn't receive an emailed invitation to sign up (or it expired), please let us know.

Refills: I generally expect that refills in between appointments are **not** necessary; I will prescribe enough meds until the next time I'd like to see you. However, I understand that occasionally they are needed. Please send a message over the onpatient portal. *I do require that you have a future appointment scheduled before a refill is given* (so you don't run out again). Repeated refills outside of appointments may be subject to a charge.

Urgent phone calls: I have a second cell phone dedicated to "after hours". I ask that everyone respect my family time and not use the phone unless it is a truly urgent matter. Examples of non-urgent matters that will be charged \$25: refills, appointments, minor side effects. Urgent matters will not be charged, this is defined as "someone may be seriously harmed if it waits a day". Examples: significant medication reactions, extreme symptoms that may require hospitalization.

Contact info: Office phone: 480-775-4240 Fax: 480-775-8866 Urgent phone: 480-466-6231