

Freedom Mental Health Associates

OFFICE POLICIES

We welcome you to Freedom Mental Health Associates. Below are the policies of this office. Your acceptance of these policies is a condition to our treatment.

Emergencies

Should you become suicidal or homicidal or have another emergency, go directly to the nearest emergency room or call 911.

Payment for Services

At the time you make your initial appointment, you must provide valid credit card information. Payment is required for all services at the time the service is rendered. Unless you elect to pay by cash or valid check at the time of service, the credit card that you provide will be charged. By signing below, you hereby authorize this office to make such charges to your credit card, including the charges outlined below for missed appointments or appointments that are rescheduled with less than 48 hours prior notice.

For those insurance programs in which we participate, we will assist you in obtaining the appropriate payment for covered services from your insurance carrier and we will bill your insurance carrier as a courtesy to you. You are responsible for any co-payment at the time of service. However, insurance benefits are based on a contract between you and your insurance carrier, and you are ultimately responsible for the payment of all services rendered by this office should your insurance company deny payment.

For services provided outside of an appointment, you will be charged at the doctor's then prevailing hourly rate in 15 minute increments. Such charges are not covered by your insurance. Such services can include such things as drafting of letters, phone calls and completion of certain forms.

A failure to keep your account current can result in termination of services to you by this office. If your account becomes delinquent, your account will be referred to a collection agency for collection. Checks that are returned as unpaid are subject to a \$35 bank processing charge.

Scheduled Appointments

You are responsible for arriving for your appointment on time. As a courtesy, this office will endeavor to give you a reminder call in advance of your appointment, but a failure to receive such a call is not an excuse for missing an appointment. The time scheduled for your appointment is reserved exclusively for you and is therefore unavailable to others seeking treatment.

Prescriptions are reviewed with you during your appointment. If you miss your appointment and need a prescription refill, you must immediately reschedule another appointment with your doctor to discuss your prescriptions.

If you miss an appointment or reschedule less than 48 hours before your scheduled appointment time, you will be charged for your appointment as follows: \$50 per medication check-up with your doctor and \$150 for an initial one hour appointment with your doctor. Arriving more than ten minutes after your scheduled appointment will be treated as a missed appointment and shall be subject to the foregoing charges. Repeated missed appointments can result in termination of services to you by this office.

Your insurance company will not pay or reimburse you for missed appointment charges. Such charges shall be billed to the credit card on file with this office. All outstanding balances must be paid before you will be seen for your next scheduled appointment.

Lost Prescriptions

If you lose a prescription, you will be charged \$15.00 for the doctor to replace that lost prescription. Such charges are not covered by your insurance. Lost or stolen prescriptions for stimulant medications will not be replaced without a police report, without exception.

Medical Records

Freedom Mental Health Associates can release your medical records with your written consent or pursuant to a subpoena or other court order. There may be charges by this office to copy and produce these records. Such charges are not covered by your insurance.

