

# Psychiatric Services of Prescott, P.L.L.C

## Office Policies and Procedures

### Office Hours:

- Monday through Thursday 8:30 am to 5:00pm

### Office Visits:

- Scheduling: You must have a scheduled appointment to be seen.** Schedule an appointment by calling the office at 928-776-7400. For new patients there is a one-time scheduling deposit of \$150.00 for evaluations which is due prior to your appointment. This will be applied to your fee on the day of your appointment. Deposit is non-refundable should you miss your appointment.
- Missed or late cancelled appointments:** Your treatment is important to us which is why our doctors schedule time just for you. You must notify the office at least 24 hours before your appointment or you will be charged the **full amount** of the appointment fee, even if you do not receive a reminder call. Fees must be paid before additional appointments are scheduled. After two missed appointments it is our policy to dismiss you from the practice and ask you to find a new treatment provider.
- We do not participate in, and we do not file, any insurance.** Your office receipt will contain the necessary information for you to file your own insurance.
- We have opted out, and do not file Medicare.** Medicare requires that you sign a private contract with our office at the time of your first visit. By signing this form you are acknowledging that you are willing to receive services from an opted out provider and will not bill Medicare for reimbursement.
- Full payment is expected at the time of service.** Cash, check, debit and credit cards are accepted.

### Prescription Refills:

- It is your responsibility to schedule your follow-up appointment before the prescription runs out to ensure a continued supply of medication.** If you are prescribed medication, you will be provided an initial prescription and refills to last until the suggested follow-up visit.
- Medication refills will be denied if you fail to keep follow up visits.**
- CALL YOUR PHARMACIST for refills.** Your pharmacists will contact the office if a refill needs to be authorized.
- We require all patients taking scheduled II medications be seen every three months. Other controlled substance medications appointments may be pushed out every 4-6 months at the doctor's discretion. Controlled substance medications may not be filled in between appointments.** Failure to maintain a regular attendance schedule may affect your ability to receive refill until you are seen by the provider.

### Services Subject to Charge:

- Telephone consultation, request for records, prescription refills, missed appointments, and late cancellations.
- Should you experience a life threatening medical emergency please immediately call 911, call 988 life line hot line, for a mental health crisis, or go to the nearest hospital emergency room.**

**I have read and understand the information listed above.**

Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_