

Resilience Psychiatric Services, LLC

Office Policies

Patient name: _____ DOB: _____

- ✓ It is necessary to inform us of any cancellations or rescheduling at least 24 hours in advance. This policy extends to cancellations for any reason. You will be charged a fee (\$50) for the cancelled or missed session unless notification is given. In case you need to reschedule any appointment please make sure not to go beyond 60 days of the last office visit.
- ✓ Sessions generally cannot be extended if you arrive late.
- ✓ Payment will be expected at the end of each session. You will be given a receipt that you can submit to your insurance for reimbursement. Postponement of payment cannot be extended beyond one session unless agreed on in advance for exceptional circumstances. Any fees or costs necessary to collect unpaid balances will be your responsibility. Sessions lasting up to 30 minutes will be charged \$200, up to 45 minutes will be charged \$250.
- ✓ Phone consultations generally will not be provided for medication changes/adjustments. Face to face appointments will be required for medication issues. If a phone consultation is requested, fees will be charged based on time; up to 20 minutes will be charged \$75; 25-45 minutes will be charged \$150. If a phone consultation requires over 45 minutes, full session fee will be charged. Phone consults are not meant to replace face to face sessions.
- ✓ On occasion, forms or letters may be required to be filled by the doctor. Please allow at least 5 business days for forms to be completed. If multiple forms/letters are requested, please note that there may be a nominal fee associated with each request.
- ✓ There will be a bank fee of \$25 added to your bill for each returned check.
- ✓ Our office is not established to deal with emergencies that require immediate attention during or beyond office hours. If this does occur, you should go to your nearest hospital emergency room to receive immediate attention.
- ✓ You may leave a message on the voicemail and will receive an answer within 24 hours. Any messages left after 2:00 PM on Fridays will be answered on Monday the following week.
- ✓ You are responsible for monitoring your own supply of medication. At your scheduled session, inform us if a refill is needed. Telephone medication refill requests could take 5 to 7 business days. Dr. Shah will not be able to refill any medications if you have not been seen for over 60 days. Refills for controlled substances will not be filled without being seen face to face.
- ✓ Our office considers any Drug/ Alcohol issue to be a serious clinical issue with potential safety implications, and hence we bare the right to discuss this matter with family members or the appropriate concerned party, overriding the patient-physician confidentiality policy.
- ✓ You will receive a copy of the Notice of Privacy Practice on your first date of service and by signing this form you agree to receiving and understanding the notice.

I have read and I agree to the above.

Signature _____

Date _____