



Wadsworth Psychiatric Services Office Policies and Guidelines

Office Hours:

Monday – Thursday 8:00am to 4:00pm

Friday 8:00am to 12:00pm

Welcome to Wadsworth Psychiatric Services! Our providers and her are dedicated to providing you the highest quality psychiatric care with meticulous attention to your comfort and privacy in an environment that fosters security and trust. We appreciate in advance the time you will spend in completing and reviewing our policies. Please visit our website www.psychsvc.com.

Fees and Payments

Co-pays, co-insurance, deductibles, and self-pay are expected to be paid at the time of service. We gladly accept cash, debit, or credit (MasterCard or VISA). A receipt and/or insurance statement will be provided at the time of service. All patients will be required to sign a fee schedule. If paying with cash, please bring exact amount as we do not keep money in our office.

Insurance

- Bring your most current insurance card with you to your appointments and notify the front desk if there are any changes.
- We will attempt to confirm your coverage prior to services. It is your responsibility to know if we are a contracted provider with your insurance company.
- Be prepared to make co-pays, co-insurance and/or deductible payments at time of visit.
- If we are not contracted with your health insurance company, then you will be considered a self-pay at time of check-in. You will be responsible for full amount of visit.
- If you have chosen to use our practice providers as an out-of-network provider, please consult with your insurance company the limitations and how you can submit for reimbursement.
- If you have questions regarding your coverage, call the number on the back of your card, or go to your carrier's website. It is your responsibility to know your insurance coverage.
- You understand that submitted claims to your insurance can be paid to Wadsworth Psychiatric Services or directly to you. You understand and agree you are financially responsible for any healthcare services paid directly to you by your insurance carrier.

Prescriptions and Refills

Refills and renewal prescriptions are to be done during appointments. We do not approve refill requests from patients or pharmacies outside of an appointment. This practice reduces prescription errors, improves patient safety and encourages appropriate follow-up. It also improves compliance with new state laws governing controlled substances. Patients will receive enough medication or refills to last until their next recommended follow-up. Patients are asked to track their supply, and to ensure they have an appointment scheduled before they run out of medication or run out of existing refills. There will be no refills on weekends or holidays. Prescriptions will be sent to the pharmacy you and your provider agree up on during your visit, they will not be resent you're simply not satisfied with the manufacturer of the medication your pharmacy carries.

Please be proactive in your care and track how much medication you have and how many refills remain on the prescription, and ensure you have an appointment to see the doctor before you're out of medication.

All patients will be required to sign a Controlled Substance Medication refill policy.

Prior Authorizations:

We use a service called "CoverMyMeds.com" to make that easier for you and your pharmacist. If your pharmacy does not use "CoverMyMeds.com", please obtain the prior authorization form from the pharmacy or the insurance's website. Ask the pharmacy to fill out the form as much as possible. Wadsworth Psychiatric Services will complete the medical justification portion and send it to the insurance company for review. Incorrect information given by you or your pharmacy delays approvals. Please understand prior authorizations can take several days to be completed.

Contacting the Office

Email:

We are happy to offer patients the convenience of email communication with our office. Wadsworth Psychiatric Services has a secure HIPPA complaint email platform. For complete confidentiality you the patient will have to have a secure email address, otherwise Wadsworth Psychiatric Services is not responsible for improper disclosure of confidential information. When email is used for administrative matters (such as scheduling issues or billing questions,) or for communication that doesn't require a response, no fee is charged. If a patient uses email to ask a care-related question that requires the provider's time and clinical expertise, a professional consult fee charged. Emails containing questions about diagnosis or care are made part of the patient's medical record.

Phone Calls:

Please call with any urgent, clinical questions. Understand our office has a high call volume so email may elicit a quicker response. Please do not continue to call the office and leave messages more than one time before you get a response. Your provider will be told of your phone call in-between patients and calls will be returned either at the end of business day or in-between patients if time allows. If a patient's phone call is care-related question that requires the provider's time and clinical expertise, a \$50 fee will be charged for a telephone consult. Messages left after hours or on weekends will be answered the next business day. If you are in crisis, the safest option is to call 911 or **the 24-hour crisis line at 1-866-789-1511 or go to the nearest emergency room.**

CONFIDENTIALITY

In general, the law protects the privacy of all communications between a patient and a mental health professional, and this office can only release information about you and your treatment to others with your written permission. There are some exceptions including the following:

- Your provider may be obligated to take action in a situation where I have to protect others from harm. For example, if there is a belief a child, elderly person, or disabled person is being abused or neglected, your provider must file a report with the appropriate state agency.
- If a patient threatens to harm himself/herself or others, your provider may be obligated to arrange hospitalization for him/her or contact family members or others who can help provide protection. This rarely occurs, however, if it does, your provider will make a good faith effort to fully discuss it with you before taking any action.

Late Arrivals

We try to run our practice on time and do not intentionally run over. You can expect your appointment to start and end at the scheduled time. If you arrive late to your appointment, you will be seen for any time that is remaining, but lost time cannot be made up at that visit. An exception is that patients with 20-minute appointments who are 10 or more minutes late cannot be seen and need to be rescheduled. If you expect to be late, please let us know as soon as possible by calling the office, leaving a message, or sending an email.

Cancellations & Missed Visits

Each appointment time is reserved exclusively for a specific patient. When you do not show up for a scheduled appointment, it creates an unused appointment slot that could have been used for another patient.

Patients are asked as a courtesy to give a 48-hour notice if they wish to change or cancel an appointment. We do not charge for no show or canceled appointments out of the 48-hour window but after three missed appointments within a 12-month period, your provider reserves the right to terminate treatment.

At Wadsworth Psychiatric Services, we offer video follow-up appointments using HIPPA compliant Zoom application. This offers convenience of not having to travel to your appointment or taking time off work. If you miss a video appointment you will be required to come into the office for your next visit.

We encourage our patients to schedule follow-up appointments before leaving our office or scheduling online on our website www.psychsvc.com.

Social Media and Networking

Psychiatric care works best when conducted within a safe, well-bounded setting. As a matter of policy, we do not interact with patients on social networking sites such as Facebook or LinkedIn. Please don't be offended if your request to connect is declined.

Patient Records and Fees

There is a fee of \$25 for forms that are one page or less. More complex forms will be charged up to \$35, depending on the length and time involved to complete the form.

Your records, if copied, will cost \$0.75 per copied page, plus an administrative fee of \$20.

Records requested by other physicians or health professionals rendering active treatment are free of charge.

Emergencies

If for some reason, you cannot reach Wadsworth Psychiatric Services directly and patient/guardian deems there is an emergency, they are directed to call 911 or go to the nearest emergency room for immediate services. You may also call Crisis Connections 24/7 at 1-866-427-4747 (1-866-4CRISIS) or the National Suicide Hotline at 1-800-273-8255 (1-800-SUICIDE).

Hospitalization

We do not provide in-patient hospital care. Should you need hospitalization we will coordinate admission with a psychiatrist affiliated with a hospital who will assume your care while you are in the hospital. We will be in contact with them and will be able to resume care when you are discharged from the hospital. If you are hospitalized, please sign a release of information for the hospital and have it faxed to us so we can continue to coordinate your care with the hospital

providers. This allows them to send us your discharge information and we will be able to resume your care once you are discharged.

Termination of Treatment

Wadsworth Psychiatric Services reserves the right to terminate the provider/patient relationship when the provider believes the therapeutic relationship does not exist. You will be given a 30-day notice of termination by certified letter. We will provide the patient with referrals to other providers and community resources to continue care if they wish to do so. Your care will continue for 30 days from date of notice.

Services Not Provided

Wadsworth Psychiatric Services does not provide court evaluations or testimony including but not limited to child custody, workers compensation, or criminal cases. Additionally, we do not complete disability evaluations or complete forms.

Patient Name

Date

Patient/Parent or Guardian Signature