

1. Contacting Me:

a. Telephone: (607) 754-3646

24-hour confidential voice mail. Always leave your phone number in every message, even if you think I have it. Leave any length message but speak loudly, otherwise my machine may think you have hung up and end the call (indicated by a beep). I do my best to return messages within 24 hours. I often return calls later in the day or early evening. If I do not call back in 24 hours, please call again.

When you leave a message, please let me know why you are calling (i.e., prescription, rescheduling), the urgency of your call, phone number(s) and the best hours to reach you.

b. Office Fax: (607) 786-2191

c. Cell Phone and/or Text: (607) 760-0200

Emergency or Urgent Calls: I keep my cell phone on 24 hours/day. The number is 760-0200. Unfortunately, sometimes reception is poor and the call doesn't go through. If you have an emergency and I don't call back in 5 minutes or less, please call the Crisis Hotline at 762-2458 or 911.

2. Scheduling:

a. Office hours are by appointment only. Phone sessions are readily available. Office policies apply to both.

b. If you are late to our session, we will need to end on time. If I am running late, every effort will be made to have a full session.

c. You may invite a friend, partner, or family member to all (or any part) of your session without pre-arranging it with me unless you wish to discuss a specific agenda. In that case, let me know in advance. You may tape record sessions at any time.

d. You must have an office visit a minimum of once every six months to be in my active practice. If you wish to go into "good standing, inactive at any time, please let me know to be sure your medications/condition will be monitored by a qualified physician.

Please be aware: When you make an appointment, you are reserving that time slot. If you cancel, reschedule, or miss an appointment without 24 hours advance notice, you are responsible for full payment for that reserved time.

3. Payment:

a. Payment is expected in full at the end of each appointment. Payment may be in cash, money order, or personal check. Phone appointments will only be scheduled after I receive prepayment for the session in order to hold that time slot. If you cancel with 24 hours notice as per office policy, I shall promptly return your fee or credit your account, whichever you prefer.

b. If a check is returned for insufficient funds, a fee of \$20 will be assessed. However, once a check is returned for insufficient funds, the privilege of writing a check to pay for sessions may be withdrawn. I will give you a receipt which has all the information you need to submit the bill to your insurance company for reimbursement.

c. Account balances not paid in full within thirty days of billing will be subject to a 1 ½ percent interest per month, unless arrangements are made in advance to pay on a monthly payment schedule.

d. I do not participate with Medicare. It is critical that you notify me several months in advance if your insurance will be changing to Medicare so we can discuss your options.

4. Prescription Refills:

a. **All routine prescription refills must be obtained in our regular session.** A routine prescription is one you use regularly and should get during your session. It is your responsibility to check your supply and refill status. You also need to know your insurance prescription rules (example: If they cover only a 30 or 90 day supply; mail order versus local pharmacy fill, etc.) so that I can correctly fill your script in session.

b. **An out of session fee will be assessed if you call for a prescription refill between scheduled office visits.** Natural exceptions include: I rescheduled your appointment and you will run out of medication, we changed the dose of the medication you take and you won't have enough, or you have tried a new medication and now need a different prescription until our next appointment.

Routine Prescription Fee: \$25

Patient Signature

Print Name

Date