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Hello Patients and Families!

As promised, we are keeping you up to date on new and exciting things here at Resilience Psychiatry.

We would like to take this time to make you aware of a couple policy changes:

- **Phone Hours are now Monday-Thursday 8:00 AM-4:30 PM**
- **Allowed Timeframe for Providers or Staff to respond to messages is 72 business hours**
- **Amanda and Blair are unable to release provider's individual emails. That will be left to the provider's discretion. If you are emailing an urgent matter please contact Amanda or Blair.**
- **No Show and Late Cancellation Policy**
 - o 1st offense will require a signed acknowledgement before the appointment can be rescheduled
 - o 2nd offense will require a \$50 fee per patient to be paid before the appointment can be rescheduled
 - o 3rd offense will result in being discharged from Resilience
- **Telemed Appointments**
 - o Everyone participating in Telemed appointments **must** have **audio and visual** available. If our providers are unable to see or hear you, the appointment cannot take place. As always, if you have any questions or concerns please feel free to reach us by phone or email.

Thank you all for being the best part of Resilience Psychiatry!

“Rooted in care, strengthening minds for tomorrow.”

Patient Name:

Patient/Parent/Guardian Signature:

Date: