

Patient Policies and Procedures

Returned Check Policy: There will be a returned check fee of \$35.00. After one returned check, checks will no longer be accepted as a form of payment.

Late Policy: We will allow a fifteen-minute window for all new patients and a five-minute window for all follow-up appointments. After the allotted time, you will be marked a no-show and will be charged a \$50.00 no-show appointment fee.

No-Show Policy: You will be charged a \$50.00 no show fee for any missed appointment. You must cancel your appointment no less than 24 hours in advance. You will not be permitted to schedule any additional appointments until your no-show fee is paid.

Refill Policy: Patients are usually scheduled in 30, 60, or 90-day increments. **There will be NO refills provided without an appointment. If you miss your appointment, you may go to the ER or your PCP.** Please make sure you receive enough medication to make it in between each appointment. If you are going out of town, it is your responsibility to secure refills at least 72 hours in advance.

Paperwork Policy: The fee schedule for paperwork is located in the Financial Agreement. You must be an established patient, which means at least **3** office visits prior to any FMLA or Disability paperwork being filled out for you. It is always at the discrepancy of the provider whether or not paperwork be filled out.

After-Hours: You may call the after-hours line for any emergencies after business hours. Refill requests are not emergencies. **Please note that if you require a phone call back and it is not an emergency, you will be charged a fee of \$35.** No after-hours calls will be accepted for appointments, refills, or prior authorizations.

Prior Authorization(s): Please understand our office has 72 hours to process a prior authorization for your medication. Prior Authorizations for stimulant medications may require a drug screen. Also, it may take an additional 72 hours for your insurance to respond.

Thank you,
Alpha Psychiatric Services