

Self-Pay Clients: Policies and Responsibilities

Introduction

Welcome to New Horizons Psychiatry. For our self-pay clients, we strive to offer top-tier psychiatric care coupled with clear and straightforward pricing. This policy is designed to provide clarity on your rights and responsibilities when choosing our services. Kindly take a moment to go through the details below.

Financial Responsibility:

As a self-pay client, you are responsible for the full cost of each scheduled service. Payment is due at the time of scheduling your appointment and should be made using one of our accepted payment methods.

Payment Methods

We accept most major US credit/debit cards as well as HSA/FSA cards.

Available Services and Pricing:

- Psychiatric Evaluation with NP
 - Description: Comprehensive psychiatric assessment with a Psychiatric Nurse Practitioner.
 - Price: \$245
- Follow-up Visit with NP
 - Description: A follow-up session with a Psychiatric Nurse Practitioner. These visits run approximately 25 minutes and are ideal for brief check-ins, minor medication adjustments, or addressing specific concerns that may arise between regular visits.
 - Price: \$145
- Extended Follow-up Visit with NP
 - Description: An extended follow-up session with a Psychiatric Nurse Practitioner. These visits run approximately 40-45 minutes and are suitable for more in-depth discussions, comprehensive treatment reviews, or if you've experienced significant changes in your mental health.
 - Price: \$195

Visit Scheduling:

- To schedule your initial appointment, please contact our office at (502) 395-3397.
- To schedule follow-up visits, please work with your provider directly or contact our office at (502) 395-3397.

Cancellations & Refunds

- We understand that unforeseen circumstances may arise. If you need to cancel or reschedule an appointment, we kindly request that you provide us with at least 48 hours' notice. This allows us to accommodate other patients in need of care.

- To make any changes to your appointment, please reach out directly to your provider or contact our main office.
- Late Cancellation: If you cancel your appointment with less than 24 hours' notice, you may be subject to a \$50 cancellation fee.
- No-Show Policy: If you fail to attend a scheduled appointment without prior notice or cancel within 2 hours of your appointment time, it is considered a "no-show." No-show appointments may not be rescheduled and are non-refundable.
- Emergency Situations: In the case of a medical emergency or sudden illness, please notify us as soon as possible. We will work with you to reschedule your appointment without imposing cancellation fees.
- Refunds: Refunds for eligible appointment changes or cancellations will be processed within 10 business days from the date of receiving the change or cancellation notice.

Rescheduling:

We encourage you to promptly reschedule canceled appointments to ensure timely care. We will do our best to accommodate your needs, but please be aware that appointment slots may fill up quickly.

Patient Dismissal:

At New Horizons Psychiatry, we prioritize a collaborative and respectful relationship with our patients. However, there are circumstances where a patient may be dismissed from our practice based on specific criteria. For a comprehensive understanding of the grounds and procedures for patient dismissal, please refer to our detailed "Patient Dismissal Policy."

Agreement to Terms

By signing below, I acknowledge that I have read, understood, and agree to the terms and conditions of the policies and responsibilities for self-pay clients as outlined in this document. I understand my payment obligations and the services provided under this plan. I also understand the policies related to "no-shows", visit cancellation and refunds.

Client Signature: _____ **Date:** _____

Client Printed Name: _____

At New Horizons Psychiatry, our dedication lies in offering high quality psychiatric care that is both accessible and affordable. We pride ourselves on delivering unparalleled care to each of our clients. If you have any questions or need further information, please feel free to contact our office at (502) 395-3397 or via email at help@newhorizonsky.com

Thank you for choosing New Horizons Psychiatry as your mental health care provider.

Warm regards and welcome,

The New Horizons' Team