

## **GENERAL POLICIES**

To receive the best care and ensure other patients can receive the same, it is important for you to read some important policies regarding our practice.

### **Your First Appointment**

Please arrive 5 minutes before your first scheduled appointment in the online portal as you may be able to be seen sooner than your scheduled slot. You should print the recommended patient forms from the FORMS page of the website and email them in completed at least 24 hours prior, as this will allow for the best use of our first meeting.

### **Appointments**

#### The Evaluation:

Psychiatric care begins with an hour long Extended Comprehensive Psychiatric Exam. We will go through a careful history of the problems you or family member are experiencing and will also take a family history. Psychiatric/psychological scales may also be employed to further highlight areas of concern. From the understanding and formulation of your case, we will agree on a personalized, multifaceted treatment plan. Treatment may include medications, therapy or counseling. (An initial evaluation may require more than a one-hour session in some cases.)

#### Medication Management or Follow-up Appointments:

Follow-up appointments are generally 15-30 minutes long depending on inclusion of services, acuity of the case, and changes to medication. Abby Road Psychiatric Services LLC and its providers consistently strive to use medications judiciously and try to prescribe the lowest effective dose of medication to minimize side effects.

#### Individual Therapy

Therapy sessions will generally last 45 minutes, unless otherwise agreed upon during our discussion. We use a mix of psychodynamically-informed (insight-oriented), supportive, cognitive, and behavioral approaches.

#### Appointment Cancellation Policy

Please note that the policy is reflective of the importance of the time set aside for each patient and considers the needs of all patients who would want to schedule a visit.

Your appointment time is especially reserved for you. Appointments are not “double booked.”

If you cannot keep your scheduled appointment, you must cancel or reschedule that appointment via the web portal at least TWENTY-FOUR (24) HOURS IN ADVANCE in fairness to other patients who could use that appointment time. If you are unable to provide sufficient notice, a missed appointment fee equivalent to the fee for the appointment will be assessed. This fee will be payable prior to the next scheduled visit. Exceptions will be considered only in case of a true emergency.

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### Payment Policy

Currently Abby Road Psychiatric Services LLC and its providers do not participate in any managed care organizations currently. You must make payment at the time of the appointment/service. Payment will be collected via the appointment booking portal.

### Other Fees

Other nominal fees may apply in unique situations such as filling out of lengthy forms, generating very detailed reports, non-emergent phone conversations lasting over 5 minutes (due to their impact on the scheduling of other patients), and refilling of prescriptions after having missed a scheduled appointment (as this creates a difficulty in maintaining adequate treatment and monitoring of the patient). Any additional communication required and generated by Abby Road Psychiatric Services LLC and its providers will not be billed an additional fee, only communication not generated or required by them.

These fees will be discussed in person or on the phone at the actual time when the need for these additional services becomes evident. Each situation will be discussed on a case by case basis and exceptions will be made at our discretion given each unique circumstance.

### Payment Options

We currently accept PayPal, Visa, Mastercard, American Express, Discover, Bitcoin, Litecoin, and Bitcoin Cash. A superbill will be provided at your request to submit to your insurance company for Out of Network coverage.