

## GENERAL POLICIES

In order 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 15 minutes before your first scheduled appointment as you may be able to be seen sooner than your scheduled slot. You should complete the forms that were sent to you via Therapy Portal. Most can be signed online. The Intake and Credit Card forms need to be printed; they can be uploaded to the portal or you can email the completed forms at least 24 hours prior to your appointment, as this will allow for the best use of your first meeting. **If you need to complete forms in our office, please arrive 30 minutes prior to your appointment time. Please present your insurance card and identification at your first appointment.**

### 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/Follow-up Appointments:

Follow-up appointments are generally 20-40 minutes long depending on inclusion of services, acuity of the case, and changes to medication. Abby Road Psychiatric Services 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. 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 takes into account 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 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 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. If you miss three appointments in a six-month period you may be subject to discharge.

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### Payment Policy

You must make payment at the time of the appointment/service, including any copay due and/or co insurance balance that is due.

### 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 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, and Cash. A superbill will be provided at your request to submit to your insurance company for Out of Network coverage.