

## ❧ WELCOME ❧

It is a privilege to render psychiatric services to you. I dedicate a good amount of my daily life to the practice of a difficult field of Medicine, Psychiatry. We have general **Office Policies**, as in any Healthcare Practice. We treasure silence, promptness and ongoing cooperation. We strive at doing the same, ourselves. It is for that reason that

**Dr. Bernal requests:**

### **IN THE OFFICE**

1. Try to maintain noise at a minimum and try to bring with you only those people that are indispensable to carry out the process of assessing or following-up with the identified patient: our space is limited at this office; some of our patients would prefer calm and quiet environments.

### **INSURANCE & PERSONAL INFORMATION**

2. All NEW patients must complete our Intake Documents prior to being seen. Remember, it is your responsibility to update all your information including Insurance, Phone Number(s) and Address (es) on your record; advise our Receptionist of such changes promptly. Established patients must update the Documents on a yearly base. **YOU WILL BE CHARGED AS A CASH-PAYING PATIENT IF YOU ARRIVE TO YOUR APPOINTMENT WITHOUT GIVING US AN OPPORTUNITY TO CHECK YOUR INSURANCE AHEAD OF TIME.**

### **PRESCRIPTIONS REFILLS**

3. **ALL PRESCRIPTION REFILLS WILL REQUIRE THAT YOU GIVE US A 48 HOUR PERIOD TO GET THEM CALLED-IN, WRITTEN, MAILED OR FAXED. PLEASE PLAN AHEAD – IT IS NOT OUR RESPONSIBILITY WHEN YOU DON'T SHOW UP FOR APPOINTMENTS OR PRIOR TO FINISHING YOUR MEDICATION.**
4. Please advise your pharmacy when you are running out of prescription(s) so they can fax me a request for medication. For controlled substances ONLY (stimulants), please call the office and advise of the need for a new prescription by leaving a message.
5. Please use our Answering/Pager Service with consideration; it is intended to provide assistance to SPECIAL NEEDS. If you discover into the weekend that your prescription has run out, ask the Pharmacist to provide you with courtesy medicine until Monday (he/she will do so willingly as long as they are not stimulants). **KEEP IN MIND THAT STIMULANTS ARE NOT CONSIDERED EMERGENCY MEDICATIONS – THAT IS, YOU WOULDN'T CUSTOMARILY GO TO EMERGENCY ROOM FOR THE PURPOSE OF TREATING INATTENTION, HYPERACTIVITY AND/OR SIMPLE DISRUPTIVE BEHAVIOR.**

### **PAYMENTS**

6. **ALL COPAYMENTS, DEDUCTIBLES AND OTHER ADMINISTRATIVE FEES ARE DUE UPON CHECKING-IN AT THE FRONT DESK. OTHER EXPENSES**

**MAY APPLY AT THE END OF YOUR SESSION (for example, assigned or completed scales). WE EXPECT YOUR PAYMENTS TO BE MADE BY CREDIT CARDS OR CASH. NO AMERICAN EXPRESS**

7. In some cases even if insurance has verified benefits, they may not pay the claim. If ninety days have elapsed between date of service and no payment is received, you will be responsible for the payment of the bill. In the event the insurance company pays after you have paid, we will apply a credit to your account or give you a refund.
8. Returned checks will be charged a \$ 25 dollar administrative fee.

**No-Show appointment or late cancellation policy**

Please give notice if you are unable to keep your appointment. Any missed appointment or any cancellation of appointments done within 24 hours of your scheduled session (*late cancellation*) prevents access to other patients that would want that available time. No-show appointments or cancellations done within 24 hours of the scheduled session will have a \$50.00 fee.

We do not accept cancellations made between Friday 5:00pm and Monday 8:00am, for a Monday appointment as it gives us no opportunity to call a patient to make up for the time lost.

**If you are late by more than 10 minutes of your scheduled time, you will be charged the cancellation fee of \$50.00. This cancellation fee is collected because the physician was placed on standby and a patient could not be seen during that time slot, as it was reserved for you.**

**For appointments made within 24 hours (URGENT)**

This is considered an unusual circumstance. As such, no cancellations will be accepted because you ARE already within the 24 hour period. If you are requesting one, and you cancel any time after making it, your Cancellation Fee WILL apply. This will hold true for appointments made on Friday for Monday after all, we don't accept cancellations over the weekend, as noted above.

We reserve the right to reschedule patients that do not comply with the treatment. This includes those not following recommendations or those not seen for more than 6 months, without prior agreement with Dr. Bernal.

**Please realize that my time is a valuable as yours.**

Late Cancellation or No-Show Fees have become a common practice at medical offices nationwide. They are not only made for the purpose of enforcing the primary intention of providing timely service to THOSE THAT NEED THEM, but also in an attempt to offset the cost of those hours in which patients do not show, but overhead costs continue to be accrued by practitioners. Thank you for being understanding.

\_\_\_\_\_  
**PATIENT/CAREGIVER SIGNATURE**

\_\_\_\_\_  
**DATE**

**\*\*PLEASE KEEP A COPY OF THIS DOCUMENT HANDY - IT WILL BE USEFULL\*\***