

**INTEGRATIVE PSYCHOLOGICAL MEDICINE, PLLC**  
**PRACTICE POLICY**

Please read over our practice policy. If you have any questions, please ask the office staff for clarification.  
KEEP THIS FOR YOUR RECORD

**OFFICE HOURS:**

Monday – Friday 8am to 5pm

Saturday – 9am to 2pm

Sunday – CLOSED

Lunch – 2pm to 2:30pm

CLOSED ON MOST HOLIDAYS: New Year, Easter, Independence, Thanksgiving & Christmas

**TELEPHONE CALLS:**

- Calls will be answered during regular office hours and on regular office days. If no one answers at any time, you may leave a message and we will do our best to return your call before the end of the day or the next business day.
- Calls or messages left after hours or on Sundays will be returned by the next business day.
- If you need an immediate medication refill, please leave a detailed message with the name of medication and dosage and the office staff will try to get that medication to your designated pharmacy as soon they can.
- Providers will respond to phone and email messages as soon as they can.

**PRESCRIPTIONS AND REFILLS:**

- Refills may be requested by calling the office or via the patient portal or by asking your pharmacy to send in a refill request.
- All prescription refill request done during office hours will be sent to designated pharmacy same day or by the next business day.
- Some medications require a follow up visit before they can be filled or refilled.
- No refills will be authorized if you have a history of medication non-compliance or multiple missed appointments.
- New symptoms will not be given a new prescription without a provider's evaluation and diagnosis which requires an office visit/appointment.
- Medications are for the prescribed individual; it is illegal to share or sell your prescribed medications.
- You must pick-up your prescription script in-person unless previously authorized with a written/signed authorization form for your prescription to be sent to your pharmacy electronically.
- You may authorize an individual other than yourself to pick up prescription. A signed authorization form is required on file. Your authorized person must have an identification in order for our staff to release your script to them.
- No controlled substance will be replaced if misplaced, lost or stolen. All controlled medication must last for the number of days prescribed.
- All patients on Controlled Substance or Narcotic must have a signed policy agreement on file.
- We take our policy on Controlled Substance very seriously. When any provider of this practice determines or perceives actions such as, but not limited to, drug-seeking behaviors, chronic noncompliance with recommended treatment plan, repeated loss or misuse of controlled medications, parent mismanagement of medication, the practice may terminate such patient from this office.
- Other cases where termination may be warranted are, but not limited to, abusive behavior towards staff, physicians, or other patients; failure to keep or schedule follow-up appointments for a period of six (6) months. A patient who is terminated will be informed of the reason(s) for termination.
- Urine drug screening may be required for some patients. Patients who undergo urine drug screening will be informed of the reason(s) for the screening as well as the outcome.

**APPOINTMENTS**

- Please plan to arrive 30 minutes early for your initial (first time) appointment to the practice to finish up all registration paperwork.
- Please come with all prescription bottles and all paperwork as instructed by the office administrator.
- Plan to arrive 10 minutes early for all appointment except initial appointments to give the office administrator enough time to get you checked in.
- If you are running late or anticipate being late to your appointment, please call the office to get us informed and we will try to accommodate you. Lateness more than 10 minutes will have to be rescheduled.
- Appointments may be requested by calling the office or via our patient portal.

- Please give a 24-48-hour notice for any appointment cancellation to avoid being charged a late cancellation fee of \$150 (for new patient appointments) or \$75 (for follow up appointments) which must be paid before your next appointment.
- You must call the office to change or reschedule an appointment time or day at least a full 24 hours before the scheduled appointment or it will be considered as a non-cancellation and you will be charged the \$150 (for new patient appointments) or \$75 (for follow up appointments) late cancellation fee. Exceptions may be allowed for emergency situations at the provider's discretion.
- Before coming to your follow-up visits, count your pills to ensure you have enough so you do not run out or go without them.
- All payments and copays are due at time of appointments. NO EXCEPTIONS.
- We ask that our patients treat all clinical and non-clinical staff with respect.

#### **EMERGENCES**

- Please call 911 for ALL emergencies or crisis situations.
- Call the office for a follow-up appointment after any emergency department visit or hospitalizations.

#### **PAYMENTS/FINANCIAL POLICY**

##### **INSURANCE COVERED PATIENTS**

- Please check with your insurance for benefits, any co-pays or deductibles before your appointment.
- All co-pays are due at time of appointment.
- If your insurance only covers a portion of your visit, or you have a deductible to meet. you will be responsible for the amount which will be due at the time of your appointment.
- If our provider is out-of-network, your out-of-pocket cost would be higher, and you will be responsible for the full charge at the time of your appointment.
- If the charges are not paid by your insurance company within 90 days, we will charge the full amount of service rendered to your credit card on file. If you do not authorize for your credit card to be charged, you must make payments via other form or your account will be turned over to collections.
- If you are facing any financial constraint, please let the office know and we will try to accommodate you as we can. This will be a case-by-case basis.

##### **SELF PAY PATIENTS**

- All payments are due in full at the time of appointment. NO EXCEPTIONS.
- You are responsible for all charges that relates to the services provided to you by Integrative Psychological Medicine providers.
- Our fees vary depending on what provider you are seeing (MD, NP, SW) and for what service.

##### **PAYMENT ARRANGEMENTS**

- We accept cash, debit and all major credit cards.
- We require an active credit card to be left on file to be charged for any outstanding payments after 90 days of non-payments from your insurance company. Your credit card will be used for this purpose only and for your convenience.
- A notice and/or receipt will be sent to your home address on file informing you of the payment/charges. Please make sure to update your information on our system with any changes.
- A courtesy phone call may be made to your number on file informing you of the non-payments and/or credit card charges. Please ensure that your information is up to date.
- ALL NON-INSURANCE PAYMENTS OR CO-PAYMENTS ARE DUE AT TIME OF SERVICE.
- ALL NO SHOW OR LATE CANCELLATIONS WILL BE CHARGED TO THE CREDIT ON FILE.
- We do not share our patients' payment information with anyone except financial service providers for the purpose of processing payment. We shall inform a patient of our intent to share their information if we are required to do so.