



Cognitive Psychiatry
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OFFICE POLICIES & PROCEDURES

MISSED APPOINTMENT POLICY:

- It is the patient's responsibility to arrive for their appointment in a timely manner. The staff may send reminder emails and texts, but it is the responsibility of the patient to document and follow-up on the appointments.
- The fee for a missed or cancelled appointment or rescheduled within 48 hours of the appointment is \$75. All no-show fees are collected prior to the appointment and charged to credit card on file.
- Please note that three (3) No-Show appointments will lead to a patient discharge from the practice.

MEDICATION REFILL POLICY:

- If the patient needs a refill on medication send a secure message through the patient portal with the name and number of the preferred pharmacy and the name of the requested medication for refill.
- If the provider wants to see the patient within a specified timeframe then a refill will not be provided until the patient is seen.
- If the patient misses their follow up appointment, then no refill will be provided until they are seen.
- For controlled medications for adults, the patient needs to be seen by the physician before a refill will be given.
- For controlled medications for children we will provide 1 refill in between appointments
- Please be advised that if you have missed appointments, you may be denied a refill until you return for a scheduled appointment. No routine refills on weekends.

CONTROLLED MEDICATION

- For adults, the office will be checking the patient's controlled medication history every time a prescription is written
- The physician has the right to refuse to write a prescription if they feel it is getting redirected.
- The physician will authorize a limited amount of medications and verify the patient is not getting refills earlier than sanctioned.

COMMUNICATIONS

- The office may not be immediately available to answer your phone but will make every effort to return your call as soon as possible, generally within 24 hours. Emails are checked during business hours only and should not be used for a matter requiring urgent attention.
- We utilize an online patient portal to view upcoming appointments, payment statements, and electronic communication with staff. Information that is entered into the portal is encrypted and automatically becomes part of your electronic health record.
- No one can diagnose your condition via email or other written information and communication via portal cannot replace scheduled appointments with your physician.
- In case of emergency, please call your crisis intervention, 911 or go to your nearest emergency room or hospital

Patient/Guardian Signature: _____

Date: _____