

CLINIC POLICIES

Admission for Services

Lifeline Psychiatry LLC is committed to providing quality service using best practices of medicine in a professional setting. We urge all patients to review our clinic policies, privacy practices, services offered and ask questions before authorizing for services. We seek close partnership with our patients and their families (if applicable) to keep our services effective and efficient.

Patients are expected to complete all admission paperwork and submit a copy of picture ID for initial visit. Any changes to health status should be communicated to clinic during follow-up appointment.

Patients are encouraged to bring available medical reports, medication records or school reports (for children) to their appointments. If records are not available, we can request them from other providers with signed release of information (ROI).

Payments

All services are provided in a fee for service or self-pay model. All payments are expected in full at the time of service. We strongly encourage patients to keep the credit card on file for subsequent services. We do not accept any health insurance plans for services. However, we provide superbill as an out of network provider for reimbursement from health insurance plans. We are not able to tell whether any individual insurance will reimburse the fee or not. Patients are responsible for checking their out of network benefits before making an appointment. Payments are accepted by debit or credit cards and checks. A \$25 returned check fee will be applied if any checks are rejected or returned.

Appointment Changes / Cancellations

We understand that unexpected events or emergencies occur sometimes. We urge our patients to re-schedule their appointment as soon as possible for best utilization of time and resources. As a policy, we need 24 hour notice for cancellation of appointments. No shows or last-minute cancellations (without 24 hr. advance notice) are charged full fee of \$200. If doctor must cancel for any emergencies, office will notify the patients at the earliest possible time.

Medication Refills

All refill requests outside of a scheduled appointment or reported lost or stolen are charged \$25. We generally need 24-hour advance notice for any medication refills. We need name, date of birth, name of medication, dosage, and pharmacy information for processing any refills requests.

Telephone Calls

Our staff will return any administrative phone calls as soon as possible, mostly on the same day if called before noon, next day if called in the evening. Routine calls received after hours, or weekends are returned on following business day. For any routine medical questions, Physician will return phone calls in 24-48 hours. If it is an emergency and can't wait for a physician to return your call, please go to nearest emergency room for immediate attention.

Termination

Patients can discontinue services at any time if they choose to do so for any reason. But, we can make a proper closure and appropriate transfer of care to other providers if notified to us. We can also transfer necessary medical records to next provider to facilitate continuation of care. We reserve the right to terminate services to anyone who does not comply with recommendations or follow clinic policies.

Signature: _____ Printed Name: _____ Date: _____