

# Stonebriar Psychiatric Services, P.A. Policies

## OFFICE HOURS:

Monday through Thursday, 8:00 a.m. to 4:00 p.m. The office is closed major holidays and the week between Christmas Eve and New Year's.

## APPOINTMENTS:

Sessions are by appointment only during regular office hours. Fees are based on time and sessions that go over will be charged accordingly. With the exception of emergency situations over which we have no control, our appointments begin promptly as scheduled. Your appointment time is reserved for you and you are encouraged to be certain that you arrive on time. If you are late, you will cut into your appointment time but will be responsible for the fee for the full time. **It is your responsibility to keep track of your appointments.** With your signed permission, we will make efforts to provide a courtesy reminder by e-mail, but cannot guarantee that the reminder will be made or that it has been received. Reminders will normally be made the business day prior to the appointment but this is not guaranteed and should not be relied upon to prevent your being charged for a missed appointment.

## APPOINTMENT CHANGES/CANCELLATIONS:

Patients agree to notify the office of appointment changes or cancellations as far in advance of the scheduled time as possible to allow another patient to utilize the time. There is a required **minimum** notice of 24 business hours for individual sessions, a **minimum** notice of 48 hours for extended sessions (75, 90 and 120 minutes) and a **minimum** 1 week notice for scheduled intensives (over 120 minutes in one day) and all appointments during a holiday week, to avoid being charged for the time reserved. Monday appointments must be cancelled by the corresponding time on Thursday to avoid being a late cancel. If this minimum notice is not respected, patient will be charged the full fee for the time reserved. In the case of inclement weather, call the office first thing in the morning to see if the office has been closed. If not, and you are uncomfortable driving, you may have a phone session instead. In that case, you must call the office **prior to your appointment by at least 10 minutes and** give the receptionist your credit card information/authorization so you will be ready to be connected for your phone session. Receipts will be e-mailed to you. If you do not call or come to your appointment, you will be charged.

If, for any reason, SPS must cancel an appointment, the patient will be advised as soon as possible.

## FEES AND PAYMENT:

Payment is required at or before the time of the appointment. We provide coded receipts for patients who wish to file for reimbursement on their own, but we do not deal directly with health insurance companies, nor do we complete or sign forms, provide treatment plans, or forward records. Depending on your individual coverage, you may qualify for benefits. You will need to check with your insurance carrier for details about your specific coverage. Please keep the documentation given to you at time of treatment. Additional copies will incur a fee to research and photocopy receipts. You may also use this documentation to file your claim if you participate in a cafeteria or medical reimbursement plan at your place of employment. There is a \$ 35.00 charge for bounced checks and a \$ 15.00 charge for declined credit cards. Unpaid balances are charged a late fee of \$35.00/month. Delinquent accounts may be turned over to a collection agency.

## EMERGENCY CALLS:

During office hours, for calls that are urgent but not life threatening, please speak to the staff. For those that represent a life threatening emergency, always call 911 immediately or go to your local emergency room. When you are expecting a return call and your telephone **Caller ID** does not accept "Private or Blocked Calls", we will not be able to return your phone call. Please **unblock** your **Caller ID** prior to placing your call. Fees will be charged based on time required. Additional fees apply to contact outside of office hours.

## REPORTS, LETTERS, RECORDS, DISABILITY FORMS

May be provided at doctor's discretion and incur a fee, depending on the complexity of the document and time involved.

## CONTACT POLICY:

Except in extreme situations, contact will normally be restricted to session time. There will be a routine charge for phone calls based on the time spent per call. For more extensive phone calls, please schedule a phone appointment with your physician.

Although we have e-mail available, patients are advised that e-mail transmissions are not secure and therefore not confidential. We will not conduct e-mail therapy sessions, nor can we respond to e-mail inquiries. Call during office hours to speak with a staff member.

## PRESCRIPTION POLICY:

If you have been given a controlled prescription, it is regulated by our state government. Please be aware that these prescriptions **must be filled within 7 days**, and no refills are allowed. If you do not fill the prescription in the 7-day time period you will be required to pay the **\$25.00 fee to re-issue it. PRESCRIPTIONS FOR CONTROLLED SUBSTANCES CANNOT BE CALLED IN AND MUST BE PICKED UP OR MAILED.** When requesting a refill, please provide all information regarding the prescription you are requesting, including your pharmacy name and number. Prescription refills incur a \$25.00 fee. A mail out fee of \$5.00 is charged for prescriptions requested to be mailed.

Take all medication as prescribed. As with all medications, these have been prescribed for you exclusively, based on knowledge of your personal needs and medical background. Sharing these medications is both medically contraindicated and illegal. Your cooperation is appreciated. Prescriptions will **only** be called in for those who are *current patients and who maintain their regularly scheduled appointments*. We do not participate in "auto refills". You will generally have enough refills on your prescriptions to last until your next appointment and it is your responsibility to schedule and keep your appointments as suggested. If you cancel or fail to schedule your next appointment, you will need to make arrangements to be seen prior to receiving a refill. Refills may be requested between 9:00 am and 4:00 pm on weekdays. **We will not be able to provide immediate refills to walk-in patients, nor do we issue refills in the evenings or on weekends or holidays.**

## TERMINATION POLICY:

Patients are under no obligation to continue services should they decide to terminate at any time. However, we strongly urge that the doctor be notified in person during a session regarding this decision so that it can be discussed openly. Dr. Tharp's goal is to make all terminations as therapeutically helpful as possible. We reserve the right to terminate treatment for individuals who repeatedly fail to make or keep appointments or follow treatment recommendations.

## ACCEPTANCE OF POLICIES:

Stonebriar Psychiatric Services, PA is committed to providing professional services of the highest quality and standards. In order to serve our patients efficiently and responsibly we require agreements be made as to the policies stated above. Patients are encouraged to ask questions before signing.

By signing this, I assert that I have read the policies, understand, and agree to abide by them.

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Patient's Signature

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Date

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Guardian's Signature (if minor)

**Stonebriar Psychiatric Services, PA.**

**GENERAL CONSENT FOR TREATMENT**

I authorize my psychiatrist/therapist carry out psychological examinations, treatment and/or diagnostic procedures that now or during the course of my care as a patient are advisable. I understand that the purpose of these procedures will be explained to me upon my request and subject to my agreement. I also understand that while the course of therapy is designed to be helpful, it may at times be difficult and uncomfortable.

**GENERAL CONSENT FOR TREATMENT (if patient is a child or dependent of beneficiary)**

On behalf of the patient, \_\_\_\_\_ (name), I (the Legal Guardian or Legal Representative) legally authorize Stonebriar Psychiatric Services, PA to deliver mental health care services to the patient. I also understand that all policies in this statement apply to the patient I represent. **I acknowledge that my child's records are considered confidential except in the above stated exceptions.**

**CONSENT TO TREATMENT SIGNATURE**

\_\_\_\_\_  
Patient/Legal Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Provider Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date

## **Welcome to Stonebriar Psychiatric Services, PA.**

Welcome! We are happy to have you or your family member as a patient and will do everything within our professional capacity to make the treatment as productive as possible.

The specifics of the treatment goals and the steps to achieve these goals will be discussed at the first appointment. Your participation and understanding of the treatment goals is essential for the best benefit of therapy. If you ever have questions about the nature of the treatment or any other aspect of your care, please do not hesitate to ask.

### **CONFIDENTIALITY and AUTHORIZATION TO RELEASE INFORMATION**

It is understood that all information between patient and psychiatrist/therapist is held strictly confidential, and the psychiatrist/therapist will not release any information about therapy unless permitted by law or:

1. It is agreed upon in writing and complies with State Laws.
2. The patient presents an imminent danger to self.
3. The patient presents an imminent danger to others.
4. Child/elder abuse/neglect is suspected.
5. As necessary for continuity of care.
6. If a judge determines that our discussions are not confidential, a judge may request specific information.
7. As requested by a court appointed attorney for a child involved in court proceedings.

It is understood that in cases #2, #3, and #4, the psychiatrist/therapist is required by law to inform potential victims and legal authorities so that protective measures can be taken. If I participate in group counseling, I agree not to discuss any details of the group outside of the counseling sessions. Stonebriar Psychiatric Services, PA follows the “minimum necessary” rule when releasing information.

### **PATIENT CONSENT TO RELEASE OF INFORMATION**

I consent to information release about my case (or my child’s case) with the referral source and other co-treating health care providers and facilities for the purposes of treatment. I authorize that Stonebriar Psychiatric Services, PA providers may disclose any information, including drug and alcohol abuse and HIV status, regarding my or my child’s treatment for purposes of continuity of care. I know I have the right to revoke this authorization which must be in writing and given to my provider. I understand that if I revoke this authorization, my providers may determine that treatment cannot be effective without continuity of care, and may elect to transfer my care to another provider. This Authorization is valid as long as I am treated at Stonebriar Psychiatric Services, PA, or by my revoking the authorization.

\_\_\_\_\_  
Patient/Legal Representative Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date

**Stonebriar Psychiatric Services, P.A.**  
**Payment of Services and Missed Appointment Agreement Form**

Our services are provided by appointment only and when a patient schedules an appointment, time is reserved for that patient and not available to others. Missed appointments, as well as those cancelled with less than a **minimum 24 business hours'** notice (48 hour **minimum** on extended sessions and 1 full week **minimum** notice on intensives, which are appointments including over 120 minutes scheduled in one day) will be charged the fee for the visit. Business hours are when staff are in the office.

This same credit card will be used in the event of a phone session or other service whether patient is in the office or not (prescription refills, reports, forms, letters, phone calls, phone calls to outside therapists, etc), as well as to cover checks returned for nonsufficient funds (NSF), or an outstanding unpaid balance.

Patient Name: \_\_\_\_\_

The fee for the visit will be charged on the day of the missed appointment (or day of the late-cancel) to the following credit card:

\_\_\_\_\_ **Visa**    \_\_\_\_\_ **MasterCard**    \_\_\_\_\_ **American Express**    \_\_\_\_\_ **Discover**

Credit Card #: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Name as it appears on Card: \_\_\_\_\_

Security Code from back of card: \_\_\_\_\_

I, \_\_\_\_\_, cardholder for the credit card listed above, understand and agree that if I or my family member do not show up for a scheduled appointment or if I cancel a scheduled appointment with less than a minimum **24 business hours'** notice (48 hour minimum *business hours'* notice extended sessions) **and 1 full week minimum business hours' notice on intensives, which are appointments including over 120 minutes scheduled in one day**, the above named credit card will be charged for the full amount of the reserved session. Additional fees as listed above will also be charged. If I have prepaid an appointment and the patient does not show or provide adequate notice, I understand and agree that **NO REFUND WILL BE ISSUED.**

**Cardholder Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

Printed Name \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_ Day Phone \_\_\_\_\_

- ***To qualify for a timely cancellation on individual Monday appointments, the cancellation must be received by the corresponding time on the previous Thursday. Cancellations immediately preceding a holiday break must occur before the corresponding time on the last business day before the holiday. Voice mail and e-mail cancellations do not qualify as they can not be guaranteed as received.***

**ADDITIONAL AUTHORIZATION**

Use this authorization to charge services for all my family member(s) who are also seen at the office. \_\_\_\_\_ (initial your approval)

Otherwise a separate form will be required for each individual.

All Family Members \_\_\_\_\_ (initial your approval)