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# Summary of Information for Patients

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The clinicians and staff at GPS feel that we can better serve your needs if you are familiar with the following policies. By signing this Summary, you acknowledge that you have reviewed the information and consent to these policies:

## Office Hours

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Our office is generally open Monday through Friday from 9 am to 5 pm, but hours vary from week to week. Office staff hours are 11 am to 3 pm, Monday through Friday. Dr. Forster is available on an urgent basis at any time by calling the office or via cell phone.

## Methods of Payment

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We accept Visa and MasterCard with automatic payment on the date of sessions. **We may accept personal checks by special arrangement only.** New patients will be charged for the first session of a consultation when the appointment is initially set up. All other visits are charged for either on the day of the visit, or within a week of the visit.

## Payment for Services

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In order to maintain your account in good standing we ask that you note:

- All charges are due at the time of service.
- You will receive a statement each month. The statement will include diagnostic codes and can be used by you to submit to insurance for reimbursement.
- We do not accept private insurance and do not collect your claim or negotiate a settlement on a disputed claim.
- After 90 days, if no payments have been received and no extended payment arrangements have been made, necessary collection proceedings will begin.
- It is important that you let us know of any changes of address promptly since undeliverable statements may be turned over to collection agencies.
- We charge a 10% on overdue balances to offset the cost of collecting on these balances. The interest is calculated on the first day of the month.

## Third Party Payers

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If a third party accepts financial responsibility for your treatment at GPS, he or she must have a signed Third Party Payer form on file at GPS. Third party payers must pay by the automatic credit card method or pre-pay monthly. You are *also* responsible for the cost of treatment if the third party does not pay.

## Cancellations

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If you cancel with less than **seven days** notice, you can expect to be charged. We will try to fill the cancelled appointment, if possible, and if we fill an appointment you will not be charged, so please give us as much notice as possible. Also if you move an appointment to an earlier date and time you will not be charged. A final decision about charging for late canceled appointment is made by your clinician at your next in person visit.

## Refills

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Refills should be addressed during your session with a clinician. We will make every effort to write for enough medication to last until your next appointment. Patients can also call their pharmacy to ask for a refill request to be sent to our office. Routine refills are authorized within one working day for patients that have a future appointment.

## Non Covered Services

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We charge for services when we work on your behalf in our office. These are unlikely to be covered by your insurance company. Examples include e-mail responses from your clinician, telephone contact, conferring with your other healthcare professionals, contacting an insurance company for a prior authorization for medication, writing reports, requesting extensive medical records, mood monitoring, urgent (less than 24 hours) refills.

## Medicare

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We are not a “Covered Provider” under Medicare. If you have Medicare, or get Medicare during the time you are receiving treatment, the only way that we can legally see you is if you sign a Medicare Opt-out Consent Form. By signing this form you certify that you are not currently covered under Medicare.

## Email

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Email messages are a good way to convey non-urgent information. All urgent matters, most especially those involving potential risk to your health or to the health of others, should be handled by contacting the office. For most types of non-urgent communication with us the fastest way of getting an answer is to go to the website at *GatewayPsychiatric.com* and choose “Online Office” on the top menu and then select “Current Patient” and choose the option that matches your question or concern.

## Concerns

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We know that psychiatric treatment is a very personal thing. If you have any concerns about your care, or about these policies, please call your clinician or Dr. Forster, the clinical director. We want to resolve your concerns.

I have read and understand Gateway Psychiatric Services policies summary. I agree to abide by them.

X

\_\_\_\_\_  
Print Your Name

Signature

X

\_\_\_\_\_  
Date