

OFFICE POLICIES AND PROCEDURES

We have developed this guide to our office policies and procedures to provide answers to questions about fees, appointments, insurance, messages, and other issues. Please read this guide carefully. If you have any further questions or concerns, please feel free to discuss them with either Dr. James or Dr. Meredith Margolis.

Services Offered

We will offer services specifically designed to help you. The services may include individual, marital, or family psychotherapy, psychological testing, or forensic services. If it appears that you might benefit from medication, we will help you find a local physician who will evaluate your need for medication and who will provide brief check-up appointments to monitor your response to medication.

Appointments

Barring rare emergencies, you will be seen at the time scheduled. Because this time is set aside just for you, it is important that you keep this appointment. We do understand that circumstances may arise which necessitate the cancellation of occasional appointments. In these cases, we ask that you give at least 24 hours' notice of any appointment that you need to cancel. This will allow us to offer your time to another patient. We will charge you for all appointments missed without 24 hours of advance notice.

Costs of Services

Our fee is \$150 an hour for psychotherapy and psychological testing. Except for very brief reports or messages, you will be charged for phone therapy, report writing, or other professional services at this rate. Payment is required at the time of service unless other arrangements have been agreed upon. Patients who owe money and fail to make arrangements to pay may be referred to a collection agency. In the event of such a referral, your personal information will, by necessity, be given to the agency.

Health Care Insurance

Many health insurance policies cover the services of psychologists. Nevertheless, reimbursement varies considerably from company to company and from policy to policy. In addition, many policies do not cover psychological testing. Most policies also have annual deductibles, copayments, or other limits on benefits. Read your policy carefully and be aware of what is or is not covered. You may wish to call the personnel department of your employer, or the insurance carrier directly, to ask about your benefits. In most cases, we will file claims directly with your insurance carrier, and bill you for any remaining balance. Remember, it is you who is ultimately responsible for payment.

Confidentiality

Psychological services are best provided in an atmosphere of trust. You expect us to be honest with you about your problems and progress. We expect you to be honest with us about your expectations for services, your compliance with medication, and any other barriers to treatment.

Because trust is so important, all services are confidential. Everything you say to us will remain within the office walls. Nevertheless, we are required by law to make exceptions in narrow circumstances such as when there is ongoing child abuse, immediate danger to another person or yourself, or other rare circumstances.

Emergencies

Patients with emergencies should call 911. Alternatively, you may wish to call the office, or go immediately to your local emergency room. If we are not immediately available, our outgoing voicemail message will list the next appropriate steps to take.

Your signature below indicates that you have read the information in this document and agree to abide by its terms during our professional relationship.

Signature

Date

Parent or legal guardian signature if minor

Date