



Administrative Policies & Procedure Overview:

Thank you for choosing Hinsdale Psychiatry for your healthcare needs. We are committed to providing high quality, personalized and compassionate, comprehensive patient care. We ask that these policies be reviewed and acknowledged so that we may provide quality service and ensure proper reimbursement. Please sign the policy indicating that you have read the terms and conditions, in agreement to abide by them:

1) Consent for Treatment:

I hereby authorize and acknowledge to work with the authorities of Hinsdale Psychiatry, and the physician(s)/therapist(s) in charge of my/the case, to administer such medications and treatments as may be deemed necessary for the interest and care of me/the patient described on this form.

2) Pre-Authorization for Benefits:

I acknowledge that I am also required to call my insurance company to verify my benefits and insurance coverage for services rendered. I understand that a quote of benefits is not a guarantee of payment.

3) Payment Guarantee:

- a) Co-payments are due in FULL at the time of each visit.
- b) Full payment is due at time of each appointment, unless managed care insurance covers authorized services in full or payment arrangement made with Hinsdale Psychiatry Billing Department.
- c) Sessions shortened by the patient will still be charged at the full reserved fee.
- d) Checks written and returned NSF/Account Closed will be charged an additional \$35.00.
- e) In the event that a check has been returned NSF/Account Closed, all future payments must be made via Cash, Credit, or Debit Card.
- f) If you do not have insurance, payment is due in full at the time of each visit. Services may be turned away at the discretion of the physician.
- g) Responsibility of an account balance is always the Patient's, NOT the insurance company.
- h) In divorce situations, the person bringing the patient to the office is responsible for ensuring all account costs are paid, whether or not that person is the insurance policy holder.

4) Release of Insurance-Related Information:

I authorize Hinsdale Psychiatry to release any information about me to insurance carriers needed to process claims.

5) Delinquent Accounts:

- a) Patients must settle past due account balances prior to scheduling future appointments.
- b) All outstanding balances are due in full at the time of service unless payment arrangements have been made with Hinsdale Psychiatry Billing Department.
- c) Non-payment of delinquent balances will be grounds for termination of services rendered by Hinsdale Psychiatry until the delinquent balance is resolved in its entirety.
- d) Delinquent balances will be sent to our collection agency. In the event that services are not paid in full and we must pursue legal action, all attorneys' fees, court costs, and filing fees will be the responsibility of the patient/guarantor.

6) Late Cancellation/Missed Appointment Charge:

- a) We understand that occasionally life can get in the way, causing you to miss an appointment with us. In order for us to effectively care for all of our patients, it is important we are notified in as much advance as possible when you must miss a scheduled appointment. By giving advance notice when you cannot attend your scheduled appointment, it permits us an opportunity to care for others.
- b) Fees apply for failure to provide 24 hour advanced notice. When a patient cancels/misses an appointment with less than a 24 hour advance notice, the patient will be charged \$75.

7) Prescriptions:

Please notify your pharmacy 5 days before you run out of a medication, and have them fax the request to our office during regular business hours. Prescriptions are not refilled when our office is closed. Missing appointments may result in your doctor's inability to refill your prescription. Failure to make and keep follow-up appointments as directed will result in \$25 prescription charge.

8) Phone Consultations:

Hinsdale Psychiatry clinicians charge for clinical phone consultations with patients. Charges are according to the individual clinician's specific fee schedule. You will see such charges on your patient statements. Please be aware that phone consultations cannot be billed to insurance. All phone consultation charges are solely the patient's responsibility.

9) Medical Records Charge:

- a) We take the time and consideration to ensure your records are kept confidential. There is a standard processing fee of \$30 for any released Medical Records.
- b) Medical Record releases take a minimum of 10 business days from the date Hinsdale Psychiatry receives a signed release form. Medical Records will be released once the processing fee has been paid in full.

10) Completion of Forms/Letters:

The charge for the completion of forms/letters can typically range \$30 - \$150. However, please note that depending upon the length of the forms or documentation being requested, this charge could be higher.

11) Discharge From Care:

You have control over your care, and you have right to terminate your care with us at any time. We reserve the right to discharge any patient from this practice at any time for failure to comply with office policies or treatment recommendations. We will provide referral suggestions, if requested, in this event.

Please sign below to authorize treatment, indicating that you acknowledge these stated policies and your full financial responsibility for services rendered:

Date: _____

Patient Name (Print): _____

Patient/Guarantor Signature: _____