

HIDDEN SPRINGS PSYCHOLOGICAL SERVICES

MISSED APPOINTMENTS / CANCELLATION POLICY

The psychologists at Hidden Springs Psychological Services schedule appointment times on the hour for 45-50 minutes. They need 10 to 15 minutes between clients to write progress notes, make insurance calls, listen to telephone messages and attempt to respond to them, and sometimes they need to take care of personal matters. At least 45 minutes, however, are exclusively for your use. If you are in the middle of something important at the end of the 45 minutes, the session can be extended for another five minutes. Because the time is so short, arriving to your appointment on time is important. When you know you are going to be a few minutes late, a telephone call is appreciated. If your psychologist knows ahead of time, he/she can try to extend your session so you can have your full 45 minutes.

On rare occasions there are office emergencies for which your psychologist must interrupt your time. If this occurs, we will reschedule so that you have your full session time during the same week.

We understand that situations and opportunities come up that make it difficult or impossible for you to keep your scheduled appointment. Your psychologist will try to be as flexible as possible in rescheduling you during the same week if you call soon enough. However, if you do not show up for your scheduled appointment, we reserve the right to bill you for the full amount of the standard and usual fee. Please note that no insurance company will pay for a missed session since no psychotherapy was actually delivered. You will be responsible for the full fee, not just the copay.

Here are a few tips to help you remember your appointment times:

1. Enter the appointment time on your cell phone, pda, personal calendar, the calendar at home, or on the refrigerator. Some clients go so far as to put a post-it note on the steering wheel of the car the night before.
2. Carry your appointment card in your wallet or purse.
3. Enlist the aid of a friend or family member to help remind you.
4. Keep a journal of topics you want to discuss in your sessions and update it on a daily basis. Note your appointment time in the journal.
5. _____.

FEE PAYMENT POLICY

1. **You are expected to pay when you receive services** – As a client, you are responsible to pay the copay or fee at each session. Please have your check ready before you arrive, so we do not use your session time or the psychologist's needed 10 minutes while you write your check. If you cannot pay for the session, your psychologist will review payment options (i.e., paying next time, stretching payments out, finding other funding sources). If you do not pay at the next session, you may not be scheduled for another appointment until we have discussed the situation and make a payment plan by which you can abide.
2. **If your session runs over 50 minutes**, you are responsible for paying for the additional clinical time.

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3. **Failure to pay on your account** may result in your account being transferred to a Collection Agency or having the matter resolved in small claims court.

Psychologist / Client Payment Agreement

My psychologist has explained the risks and benefits of this policy to me and I agree to abide by the above statements. I have received a copy of this policy. I understand that I am responsible for all fees if my Managed Care Company or other payer source does not cover the sessions.

Fee: \$ _____ No Show: \$ _____

To be paid at the time of each service delivery: \$ _____ (COPAY)

Outstanding Balance: ___ Yes ___ No Amount \$ _____ Settlement Amount: \$ _____

Client Name: _____ Date of Birth _____

Signature: _____ Date: _____
Client/Guardian

Signature: _____ Date: _____
Psychologist