



MIDWEST PSYCHIATRY

Office Policies

APPOINTMENTS AND CANCELLATIONS

Initial appointments are scheduled as quickly as possible. In emergencies, clients can typically be seen within 24 hours. In most other situations, they can be scheduled within two to five days.

Your appointment time is reserved for you. Because clinicians are reimbursed on the basis of time spent in treatment and because other patients must wait until time is available, please notify our office 24 hours in advance if you need to change or cancel a session. If you do not do so or if you do not come to a scheduled appointment, the session will be charged to you. Charges may be waived when there are exceptional circumstances. Payments for missed appointments are the responsibility of patients and are not reimbursed by insurance companies.

BILLING AND INSURANCE

Co-payments for services are due at the time of treatment. As a courtesy, our office will file insurance claims for you. However, payment for services is the responsibility of patients if insurance companies do not send reimbursement in a timely manner. Our office will provide assistance in dealing with insurance matters as well as answer any questions you have about your bills. Should there be any problems with insurance or overdue bills, our billing coordinator will help resolve them.

MEDICATION REFILLS

Typically prescriptions for medications are written at the time of appointments. Return appointments are usually scheduled within a three-month period to allow for appropriate monitoring of treatment. Calls for refills of prescriptions should be made between 9:00 a.m. and 5:00 p.m. on weekdays. Please allow three working days for prescriptions that must be called in to your pharmacy. By law, prescriptions for medications for Attention Deficit Disorders can only be written on a monthly basis and must be picked up at the office. There is a \$25 administrative fee that is not reimbursed by insurance for prescriptions written outside of scheduled sessions.

EMERGENCIES

In case of emergency, clinicians may be reached 24 hours a day by calling our office at (913) 345-1191. After hours, our answering service will contact them for you. In the case of life-threatening situations, call 911 immediately or go to the nearest hospital emergency room.