

NORTHERN VIRGINIA INSTITUTE OF PSYCHIATRY

5537 Hempstead Way
Springfield, Virginia 22151

POLICIES AND PROCEDURES

APPOINTMENTS:

We require **72** hours notice to cancel an appointment, unless you have an emergency i.e., illness, accident etc. If you cancel your appointment with less than **72** hours notice, for non-emergency reason, you will be charged the usual fee for the amount of time you reserved.

SNOW EMERGENCY:

In the event of a snow emergency, please call the office to determine whether the appointment has been canceled. If our staff is unable to open the office, we have an Answering Service and information for patients will be given to this service. You can also leave information for your doctor or therapist regarding your decisions to attend or cancel your appointment. Our Answering Service is used at all times when the office is not open for business.

PAYMENT POLICY

Payment is collected when services are rendered unless special arrangements have been made in advance. Payment can be made in cash, VISA/ MASTER CARD/ DISCOVER or personal check. There is a service charge for returned checks which will be the amount charged by bank.

INSURANCE CLAIMS:

We do file insurance claims but only with the insurance companies for which we have agreed to provide services offered under managed care, preferred provider, or participating provider. Medicare will be filed, as required by law. If we do not accept a particular plan in which you may be enrolled, you will be given an itemized receipt at the time of payment at your appointment. You should send the yellow copy to your insurance company for reimbursement to you. Your insurance company determines the amount of your reimbursement, not Northern Virginia Institute of Psychiatry (NVIP).

Some insurance companies require that you meet a deductible at the beginning of each year. All insurance companies require a co-pay each visit. The amount is determined by your individual policy. If deductibles are required by your insurance policy, payment in full for services rendered will be made until deductibles are met.

PRESCRIPTION REFILLS:

Please call your pharmacist with your request for a refill. Requests for refills received before 3:00 p.m. will normally be authorized before the end of the day. Requests received after 3:00 p.m. may not be authorized until the next working day. It helps to call your pharmacist in the morning. Requests for a 3-month supply or more will be approved only at appointments as a written prescription. If necessary, new prescriptions or refill requests, which require a special call by the physician after hours or on weekends and holidays, may be subject to a charge.

REPORTS:

If you have a request for a special report or letter about your evaluation or treatment, a charge may be made based on the length of time required to complete the document. Most reports or letters will be completed at your scheduled appointment times in the office.

COURT TESTIMONY:

Arrangements for court appearances by either the doctor or the therapist must be made and paid for at least one week in advance. Because of travel time and the unpredictability of court schedules, an entire day must be reserved for a court appearance. For this reason no refunds will be given in the event that the court appearance is canceled with less than a full week's notice.

Please print your name and sign: _____