



## Policies & Procedures

### Patient Understanding & Agreement (revised July 2016)

#### Business Hours

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Transitions Center's business hours are from 9AM to 4PM, Monday through Thursday and 9AM to 12PM on Friday. We are closed from Noon to 1PM Monday thru Thursday for Lunch. Clinic Hours are variable and are different from business hours.

#### Emergency Services

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Transitions Center does not provide any Emergency psychiatric or behavioral/mental health services. If you feel you are in need of emergency help, you will need to call 911 or visit the closest Psychiatric Urgent Care/Hospital or call the Maricopa County Crisis Line (602-222-9444).

#### Initial Psychiatric Assessment

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First psychiatric appointment is **ONLY** for evaluation purposes and to determine if you are an appropriate fit for our scope of services. Please do not discontinue your treatment relationship with your existing provider until you are accepted as a patient for ongoing treatment **AFTER** your first appointment. The doctor may decide that need to be seen more than once to make that decision.

#### Medication Refills

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Medication refills are the **patient's responsibility!** Medication refills are to be requested at least 5 business days before the medication runs out. Any medication refill requiring a prior authorization from an insurance company will take longer (up to 10 business days).

#### Form Completion

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Completion of Disability, School, Employment related and other forms are beyond the scope of Transitions Center and its providers and is **NOT** considered as part of the psychiatric evaluation or medication management reimbursement fee. These will be charged separately based on the time and complexity of the form (typically range from \$35 to \$75).

#### Cancellations & No Shows

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You will be considered a "No Show" and charged accordingly if:

- Miss your appointment
- Call to Reschedule within 24 hours of your appointment
- If you arrive more than 20 minutes late for your appointment
- "No Show" Fee is \$90 for initial psychiatric appointment
- \$90 individual/couple's psychotherapy appointment
- \$50 for psychiatric follow-up appointment
- \$25 for group therapy appointment



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#### Fees, Insurance & Payment \_\_\_\_\_

- Fees are subject to change at any time.
- **Credit Card on File:** Your credit card information will be required and authorization will be required to ensure collection of fees (co-pays, deductibles, No-Shows, Self-Pay, etc).
- “No Show” Fee is \$90 for initial psychiatric appointment
- \$90 individual/couple’s psychotherapy appointment
- \$50 for psychiatric follow-up appointment
- \$25 for group therapy appointment.

Please be advised that these fees are due at the time of service and Transitions Center reserves the right to decline services if these fees are not paid on time. These **fees will not be paid by your insurance company.**

#### Contact Information \_\_\_\_\_

You must provide the following: an email address and a working phone number so that we can inform you of schedule changes and any important clinical information. If there are any changes to your contact information **you are responsible for informing Transitions Center of these changes.**

#### Termination of Treatment \_\_\_\_\_

The Center and its providers reserve the right to terminate services for a patient upon determining that doing so is an appropriate action to take either from a clinical and/or administrative standpoint. In such situations, the departing patient will be provided with referrals to other appropriate community providers and an adequate supply of medications (if needed) for a smooth clinical transition.

**I, the patient(s), have carefully read and understood the above-noted Policies & Procedures and agree to abide by them.**

\_\_\_\_\_  
Patient Name

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Date