

OFFICE POLICY:

If you have any questions regarding this office or your treatment, please call us at **503-585-7454**.

NEW PATIENT: If you are a new patient scheduled for your first appointment, please call us as soon as possible if you will not be able to keep your appointment. **Failure to do so may disallow you from rescheduling or a charge for your missed appointment may apply.**

PRACTICE HOURS: Our regular office hours are Monday through Friday from 9:00 a.m. to 12:00 p.m. and from 1:00 p.m. to 5:00 p.m. The office is closed during noon to 1:00 p.m. for lunch. There will always be a psychiatrist on call after hours, on weekends, and during vacation times for emergency needs.

EMERGENCY CARE: For emergencies please call our office so that Dr. Tran can be reached as soon as possible. When the office is closed, calling our regular office number will divert your call to the answering service and they will contact the covering Psychiatrist. If there is no time to wait for a return call, go directly to the nearest Emergency Room.

OFFICE FEES: Please refer to the Office Fees attachment for the specific amounts.

PRESCRIPTION REFILLS: Please call your Pharmacy three or four days before your medications run out. Call the office for schedule II drugs as they required written prescriptions. You may be charged a fee for prescriptions refilled or replaced (lost) outside of appointment time (**Fee-PRF**). There is additional fee if your insurance requires additional Prior Authorization (**Fee-PAF**).

PAYMENT POLICY: **It is the policy of this office to receive payment at the time of service.** This office will bill your primary insurance carrier, as a courtesy to you, provided that you have given us with the required insurance information in a timely manner. We request that you pay that portion which is not covered by insurance at each office visit; there is a fee for not making your payment at the time of service (**Fee-NPF**). **A statement fee will be assessed each month if we have to send you a statement (Fee-MSF).** It is important that you **keep this office informed of any change in your health coverage. If we have to rebill your claims, there will be an additional fee (Fee-RIF).** Dishonored checks are subject to a fee (**Fee-DCF**). If your check bounced, payment will then need to be made by cash, money order, debit card, or credit card for the balance due. There will be a fee for any forms not completed by the physician at the time of an office visit (e.g. FMLA, disability, letters, medication prior auths, etc) (**Fee-FFF**). In addition, this office **does not accept** Workers Compensation cases. If you have a Workers Compensation claim that is pending or being appealed, you will be entirely responsible for any office fees. **Please note that you are responsible for all fees, regardless of insurance coverage.**

COLLECTION FEE: Delinquent accounts will be assigned to a credit reporting collection service and a collection fee assigned (**Fee-CCF**).

MEDICAL RECORD: Medical Record release for purpose other than direct medical care not provided by HIPPA (e.g. disability, lawyer, etc) will need your written Release of Information and payment (**Fee-MRF**).

CANCELLATION NOTICE: If it is necessary to cancel or reschedule an appointment, we ask that you do so with **at least one full working day in advance**. Since Saturday and Sunday are not working days, Monday appointments must be cancelled on the Friday morning prior to the appointment. We reserve the right to **charge for missed appointments and appointments cancelled without sufficient notice (Fee-MAF)**. Your insurance company will not pay for a missed appointment.

Patient Copy—Do not Return to Office