

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.

PRESCRIPTION REFILLS: Please call your **Pharmacy** three or four days before your medications run out. **LOST PRESCRIPTIONS:** You may be charged a Replacement Fee of \$10 for prescription replacement outside of appointment time.

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, if we are contracted with them, as a courtesy to you. We request that you pay that portion which is not covered by insurance at each office visit. A **statement fee of \$10.00 will be assessed each month if we have to send you a statement.** 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 of \$10.00 per claim.** Dishonored checks are subject to a \$35.00 fee. There will be a fee of up to \$50.00 for any forms not completed by the physician at the time of an office visit (eg FMLA, disability, letters, medication prior auths, etc). 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 \$75.00 collection fee assigned.

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.** Your insurance company will not pay for a missed appointment. The missed appointment fee is \$150.00 for a 45 minute appointment and \$100.00 for a 20 minute appointment.

Patient Copy—Do not Return to Office