

Notice of Clinic Policies

Communication

- ❖ When calling the office, please indicate if your call is an urgent matter. For other calls, you should expect a call back within one business day. If you do not hear back in this time, please try again as there may have been a problem receiving the message.
- ❖ In the event of an emergency, call 911 or report to the nearest emergency department.
- ❖ Email should never be used for emergency purposes.

Cancellations and Missed Appointments

- ❖ If you need to cancel your appointment, please notify the clinic by 3:00 PM of the business day before your appointment. This allows us to accommodate other patients who may be waiting.
- ❖ You will be charged a fee for late cancellations or missed appointments.
- ❖ If you cancel or miss your appointments often, this will be discussed as part of your treatment. Frequent cancellations or missed appointments may be grounds for termination of treatment.

Payment

- ❖ Please plan to pay at the time of your appointment. Payment can be made with checks or cash.
- ❖ The clinic does not accept insurance, but we can provide you with a claim form that you can submit to your insurance company if you choose. If you are planning to submit a claim, you may want to review your policy's coverage for an out-of-network psychiatrist, so that you can anticipate your responsibility. For patients with Medicare, it is important to understand that Medicare will not reimburse you for your costs.
- ❖ If you are having financial difficulties, please discuss this with Dr. Mui so that arrangements can be made if appropriate. Nonpayment for services may be grounds for termination of treatment.