



## Office Policies

Welcome to Abundant Life Mental Health & Wellness. I am looking forward to working together with you to help you to live your best life. There are a few ground rules that we need to establish before we get started. Here are some of the policies we follow that may affect you.

**Controlled substances:** Controlled substances such as Benzodiazepines (Xanax, Valium, Klonopin, Ativan) and instant release formulations of Adderall and other stimulants are not typically prescribed by this office. We also do not keep any medications on site. If you are on these medications we will work with you to develop a new plan of care and to assist you in coming off of these medications.

**Medication refills:** Medication refills are handled during regularly scheduled appointments. We do not accept fax prescription refill requests from pharmacies. We request that you keep your scheduled appointments to avoid a \$25 medication request fee for requests handled outside of appointments.

**Cancellations:** Cancellations/rescheduling must be arranged at least 24 hours before the session start time. If a session is missed or canceled/rescheduled within 24 hours of the session you will be charged a \$100 cancellation fee. If you are 10 minutes late or more to a session, it will be canceled/rescheduled. An EAP or insurance company will not pay for the late cancellation or missed appointment. In case of inclement weather, challenges with transportation, or any reason you are unable to reach my office for an in-person appointment, you can opt to attend the session via online video conferencing. Otherwise, the session will be canceled. If you come to the office under the influence of drugs or alcohol, I may end the session early, and you will be liable for the full payment of the session. More than 2 missed appointments in a calendar year will result in discharge from the practice.

**Payments:** You or your legal guardian are responsible for the full cost of services rendered. A valid credit card number is required to be on file. The credit card will not be charged until the end of the appointments or for any missed or late cancelled appointments. Payments are due at the time of service for in-person sessions. Payment for video sessions must be received prior to the session via credit, check or cash. We reserve the right to release your information to a collections agency to collect unpaid fees or cancel scheduled sessions due to an outstanding balance, if necessary. You may be refused service for non-payment of fees. Outstanding fees denied or not otherwise covered by an insurance company or EAP will be the responsibility of the patient, regardless of prior quote of coverage.

**Inclement weather:** In cases of inclement weather please call the office, the voicemail will be updated with important information about the day, virtual sessions may be held if we are unable to come into the office because of the condition of the roads.

**Parking:** Parking is available in front of the building or in the public parking lot in the adjacent office complex. Please do not park in marked parking spaces.

**Credit Cards:** Abundant Life Mental Health & Wellness stores debit or credit card information online in a secure and HIPAA compliant database to more conveniently bill for appointments, copays and cancellation fees. If you would prefer not to have your payment information stored, please let us know.

**Limitations of service:** We do not offer 24-hour care. If you need after-hours care, please contact the Eastern Shore Crisis Response line which is open 24 hours a day 365 days per year, 1(888)407-8018. If you are feeling suicidal please call 911 immediately.