

Hours of Operation

(Please call for holidays schedule)

Phone calls: Monday through Thursday 9 am-12 pm and 1 pm - 4 pm. Friday 9 am - 2 pm.

Prescription pick up: Monday through Thursday 8 am - 5 pm. Friday 8 am - 2 pm. Please call in advance to make sure it's ready

Payment

Our contracts and agreements with insurance companies and health plans require us to collect all co-payments and deductible amounts at the time of service. Therefore, payment is expected at the time of arrival. If payment is not made at the time of the scheduled appointment, a **\$25.00** administrative fee will be assessed. **This fee will not be billed to your insurance company. Cash and credit cards Visa and Mastercard are accepted forms of payments. Checks are not accepted.**

Missed Appointments ("No Shows")/Cancellations

Scheduled appointment times are reserved especially for you. Other patients in need to be seeing, even in emergency situations will not be scheduled on your assigned time. We count with your commitment to your appointments and that you will cancel with greater than 24 hours notice in case you cannot attend to your appointment. If an appointment is missed or canceled with less than 24 hours notice, you will be charged **\$90.00** for the missed/late cancelled appointment. If you opt not to pay this fee, we may terminate you as a patient after the second missed or late cancelled appointment. The same policy applies to missing an initial appointment without giving at least a 48-hour notice, in which case, the fee will be **\$200.00**. Your insurance company will not be billed for fees associated with missed or less than 24 hours canceled appointments. **You will be entirely responsible for it.**

Patient Tardiness

We understand there may be tardiness that is due to external circumstances; however, in order to respect other patient's time, a patient may be seen up-to midway of their appointment time and will be charged for a full session. If you are more than 10 minutes late to your appointment time you may not be seen and may be considered a missed appointment with a possible charge of \$90.00. If doctor approves alternatively you could possibly be seen at the end of scheduled appointments for the day or if another patient misses or cancels his or her appointment.

Provider Cancellations/tardiness

Occasionally your provider may need to change his/her schedule, cancel, and reschedule appointments with you. You will be informed of this as far in advance as possible and/or rescheduled. In the event of illness of your provider, we may unfortunately be forced to give you little or no notice regarding the absence and the need to reschedule your appointment. Please keep your phone numbers and addresses updated so we can easily reach you. Unexpected tardiness may occur as providers give the necessary time to each patient, at times greater than originally scheduled and this may delay your appointment time. We ask your understanding and patience if that is the case.

Copy of Records

If you would like your physician or other professional to obtain a copy of your record, a release of information must be signed. The requesting party will be responsible for any fees. All fees must be paid in advance. Please inquire at front desk for cost of this.

Court Appearances/ARD Meetings

A subpoena is required for all court appearances. The individual requesting the court appearance will be responsible for any fees charged. This also applies to depositions, other court related matters, and attendance at ARD meetings. Our charges for court/school related activities are generally greater than our typical charges for mental health services. The business office can provide more detail on this subject.

FMLA/Disability Forms/Reports There will be a \$25.00 charge for the first page and \$5.00 each additional page for most forms and reports other than your health insurance company. This charge must be paid in advance. The business office can provide more information.

Emergencies The Psychosomatic Institute of San Antonio has night and weekend coverage for emergencies only. We expect calls after 5:00 p.m. and on weekends will be reserved for **emergencies** only. You should call **911 with any life-threatening emergency**. In the event of a nonlife-threatening **emergency**, you may call 210-541-8455 and have the on-call provider return your call and address your situation.

Prescriptions

Prescriptions are generally written in a quantity to last until the next scheduled appointment. If it becomes necessary for a refill to be called in outside of a scheduled appointment, a charge of \$15.00 may be assessed. A charge of \$15.00 will be applied to class II-controlled substance's prescriptions outside appointments. A \$10.00 charge will be applied if a prescription must be **rewritten** due to the loss or expiration of that prescription. Requests for non -controlled prescription refills are to be faxed in by your pharmacist from 9:00 a.m. through 2:00 p.m - 210-541-9477., Monday through Friday for approval. **Up**

to three business days may be required for the prescription refill to be approved. Urgent prescriptions (24hrs) can be issued for a \$20.00 fee. In general, prescription refills cannot be ordered or approved after business hours because your physician and chart may not be available.

Your Rights and Responsibilities

You have the right to receive information about The Psychosomatic Institute of San Antonio's services and practitioners, any clinical guidelines, and all patients' rights and responsibilities.

You have the right to be treated with respect and recognition of your dignity and need for privacy.

You have the right to participate fully with your provider in decision-making regarding your treatment planning.

You have the right to voice complaints or appeals about The Psychosomatic Institute of San Antonio or the care provided to you.

You have the responsibility to provide, to the extent possible, information that the Psychosomatic Institute of San Antonio and its providers need in order to care for you.

You have the responsibility to follow the plans and instructions for care that you have agreed upon with your provider.

You have the responsibility to participate, to the degree possible, in understanding your behavioral health problem(s) and developing mutually agreed upon treatment goals.

Suggestions

Suggestions to improve what we do and the service we provide to our patients are welcome anytime.

These suggestions along with any complaints, questions, praise, or concerns about any of The Psychosomatic Institute of San Antonio administrative staff or provider should be directed to Dr. Jorge Maldonado by phone or at psisa@psisatx.com.