



Southern Psychiatry

Practice Policies Elizabeth Dukes LLC

Please review the following policies of Southern Psychiatry, SPECIFICALLY Elizabeth Dukes, LPC:

1. The providers at Southern Psychiatry do not file insurance. Cash or debit/credit cards may be used as forms of payment. Payment is due at the time services are rendered. You may submit a superbill/invoice you receive to your insurance for possible reimbursement. Reimbursement from your insurance company for out of network services provided by this clinician are not guaranteed.
 - a. A copy of your insurance card will be kept on file to ensure the appropriate invoice is given to you.
2. Your appointment time is reserved for you and you only. We do not overbook or double book appointments.
 - a. If you cannot keep your appointment, 24-hour notice is required to cancel your appointment. If 24-hour notice is not given, you will be charged the full fee for the appointment time.
3. We strive to run on time and will see you promptly as scheduled. Please arrive five to ten minutes prior to your appointment to ensure enough time for check-in.
 - a. If you are more than 15 minutes late for your appointment, you will be considered a “no-show”, which means you will not be seen for an appointment, will be charged for the appointment time, and will be asked to reschedule.
4. Our providers are not in the office every day and schedules vary between the providers. Our providers check messages regularly. Please call the office if you have a question.
 - a. Please allow two business days for a return phone call.
 - b. If you are having a life-threatening emergency or are experiencing suicidal thoughts or homicidal thoughts, please go to the emergency department or call 911.
5. Due to the overwhelming amount of paperwork that has come from insurance companies, a \$25 fee will be charged for prior authorizations performed on your behalf.
6. There will be a \$25 fee for any letters or forms requested to be completed outside of scheduled appointments.
7. If you decide to terminate treatment at Southern Psychiatry at any point, please call the office and inform the staff. If you have not been seen within one year, your chart will be closed. If you decide that you want to resume services, reopening your chart will depend on the availability of your provider.

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8. Noncompliance with treatment recommendations (including the need for psychotherapy and referrals made by your therapist), multiple missed appointments/late arrivals, and/or nonpayment for services may result in dismissal from the practice. If this occurs, you will be notified in writing that you have 30 days to find alternative care, you will be given the names of other providers who may be able to provide care.

9. In order to have an appointment scheduled, you will need to return the Demographics and Policies packet, the appropriate intake form (Adult or Child/Adolescent), and a nonrefundable deposit of \$180 which will be applied to your first appointment. If symptoms acutely worsen prior to the appointment or a psychiatric emergency occurs (e.g., suicidal thoughts, hallucinations, reaction to current medications) you should contact your local mental health center, current provider, or local emergency room.

My signature confirms that I have read and agree with the above Practice Policies.

Patient

Date

Parent/Guardian

Date