

Dr. DUZYUREK'S OFFICE POLICIES – PART 1

APPOINTMENT CANCELLATIONS and MISSED APPOINTMENTS

Any change to a scheduled appointment requires at least 24 hours advance notice between Monday 8 AM through Friday 8 PM. Notices received after 8 PM on a Friday, or over a weekend or on a holiday will be accepted as received at 8 AM on the following work day.

A first-time missed appointment or late cancellation (following your initial intake appointment) will not lead to charges, provided that we hear from you within 5 business days for rescheduling. All subsequent missed appointments or late cancellations will result in a fee of the full regular visit rate. Possible rare exceptions to this policy, such as a documented serious medical condition leading to an inability to make a call for advance notice, will be dealt with on a case by case basis. Even when cancelling with short notice or in the event you are running more than 5 min late to your appointment, it is requested that you give us a courtesy call when possible.

NOTE: Your health insurance will not reimburse or pay for late cancellation or missed appointment fees. You will be responsible for these charges due at the time of the first appointment following such an occasion or within 30 days, whichever comes first.

If a prospective new patient simply does not show up for the *initial* scheduled appointment as a new patient, it is Dr. Duzyurek's policy that a second appointment will not be given. Under certain circumstances, Dr. Duzyurek may make an exception to this policy. In that case, typically, submission of the payment for the missed session(s) will be required before another appointment can be made.

PAYMENT POLICIES

All fees are payable *at the time of service*. Under certain exceptional circumstances, other payment arrangements might be possible. If a check is returned due to insufficient funds or a closed account, you will be charged an additional fee of \$25.00. There will be a late fee in the amount of \$25.00 for bills more than 30 days over due, and \$50.00 for bills more than 60 days over due.

PHONE CALL CHARGES

Phone calls involving life-threatening emergencies will not be charged. However, any such calls lasting more than 15 minutes may lead to the usual phone call charges at the doctor's discretion, for example when other safe and reasonable alternatives for handling such emergency situations are available (e.g., scheduling an emergency appointment or arranging for an assessment at an emergency department).

Brief phone calls (i.e., lasting *less than 5 minutes*) limited to the purposes of scheduling or canceling appointments; making payment arrangements; notification of change of address or phone numbers; providing pharmacy phone/fax numbers; a brief discussion of a clinical matter; etc will not be charged.

Scheduled telephonic clinical sessions are charged at the same rate as face-to-face sessions. Typically, such sessions are not reimbursed by health insurance plans. All other phone calls are subject to a charge of \$4/min during regular work hours and \$6/min in the evenings after 7pm, on weekends or on holidays. In addition, at his discretion Dr. Duzyurek may redirect you to bring the material you wish to discuss over the phone to your next appointment or to schedule an additional and earlier appointment as needed. Please note, your health plan may not reimburse or pay for phone calls.

I HAVE READ THE OFFICE POLICIES ABOVE CAREFULLY AND I AGREE TO ABIDE BY THEM.

Name _____

Signature _____

Date _____

Dr. DUZYUREK'S OFFICE POLICIES – PART 2

EMAIL COMMUNICATIONS

Dr. Duzyurek does NOT use email for addressing clinical matters, such as medication related issues, symptoms, or emergencies. If you need to communicate with Dr. Duzyurek on such matters outside of a session, you are asked to call him.

PRESCRIPTIONS THAT ARE MAILED, PHONED IN OR FAXED TO YOUR PHARMACY

The normal way of obtaining prescriptions for your treatment is having them written on a prescription pad during your scheduled clinical session with Dr. Duzyurek. Under certain circumstances you may request Dr. Duzyurek to phone in or fax your prescriptions to your pharmacy *during* your scheduled session. Doing so during the time frame of your scheduled session will not lead to additional charges. However, as this takes considerable time away from your session time, routine use of this way of prescribing is generally discouraged. Also, you should make this request early in the session in order to be able to complete the task during your session time to avoid additional charges.

Prescriptions via telephone, fax, mail or similar means upon your request outside of your scheduled sessions will lead to a charge of \$20.00 per up to 2 prescriptions (i.e., when a single medication or 2 different medications are prescribed), \$25.00 for 3 prescriptions, and \$30.00 for 4 or more prescriptions. In order to avoid a need for phoning in, faxing or mailing prescriptions between your scheduled sessions, we recommend that you come up with a method to keep track of your actual medication supplies and provide Dr. Duzyurek with this information during your scheduled visits. Alternatively, you can bring your medication supplies in their original bottles to your visits. In this way, you will be provided with all required prescriptions with the right amount and number of refills specified in order to cover you until your next appointment. If the decision to call in or fax, or to mail, your prescriptions is made by Dr. Duzyurek, e.g., if this becomes necessary due to Dr. Duzyurek's unplanned absence at the office, you will not be charged. Other exceptions may be considered at Dr. Duzyurek's discretion under certain other unavoidable circumstances. If you miss your session and call Dr. Duzyurek with a request to phone in prescriptions to your pharmacy, you will not be charged for this service only if Dr. Duzyurek will be able to fax or call them in *during* your originally scheduled session time.

In most cases, Dr Duzyurek does NOT respond to automated faxes from pharmacies for refills unless you have asked Dr. Duzyurek to call or fax your pharmacy for refill authorization.

Prescriptions will not be mailed, phoned in, or faxed on two consecutive occasions outside of clinical sessions. If you ask Dr. Duzyurek to do so for a second time without having a clinical session in between, your request will be denied, and you will be required to first schedule a clinical session either in person or telephonically. The only exceptions to this rule would be potentially life-threatening emergencies or Dr. Duzyurek's unplanned absence at the office. Also, the number of occasions with phoned-in, faxed, or mailed prescriptions outside of scheduled clinical sessions shall not exceed 4 within a 12-month period.

Schedule II controlled substances (e.g., certain ADHD medications) cannot be prescribed over the phone or via fax. In the case of such controlled substances, it is also not possible to include refills on the original prescription or to have a new prescription filled before a certain amount of time elapses since the previous prescription (even when you are willing to pay out-of-pocket). Therefore, if your treatment requires such medications, it is especially important that you keep your appointments regularly. If this will not be possible due to exceptional circumstances, discuss this with Dr. Duzyurek in a timely manner in order to make arrangements to try to avoid a disruption of your treatment.

I HAVE READ THE OFFICE POLICIES ABOVE CAREFULLY AND I AGREE TO ABIDE BY THEM.

Name: _____ Signature: _____ Date: _____