

Policies and Expectations

Financial Policy

- You are responsible for knowing your insurance plan and coverage. For coverage questions please refer to the number on the back of your insurance card.
 - You can contact our billing office at 1-866-747-2455 with questions regarding fees or financial responsibilities.
- We will attempt to confirm your insurance coverage prior to your appointment. It is your responsibility to provide current and accurate insurance information, including any changes or updates.
- Financial Aid information is available at request and can be found on our website at providence.org/obp/wa/financial-assistance

Behavior Policy

- To manage your care, it is essential that we work together in a respectful and responsible manner.
- Verbal abuse and profanity is not tolerated in this or any Providence Medical Group (PMG) clinic.
- Failure to communicate in a calm and courteous manner could lead to discharge from your provider's practice, and possibly the clinic. Extreme or violent behavior may result in an immediate discharge from all PMG clinics.

No Show & Non-Compliance policy

- We request that you provide us 24-hours' advance notice if you are unable to keep your scheduled appointment. Appointments canceled with less than 24 hours' notice will be considered a "no show". After 3 no-show's the patient may be discharged from our practice. To help avoid this, patients will receive a letter when they no-show.
- If you are more than 10 minutes late, we may need to reschedule your appointment.
- Continued care is essential to our patients' health. Failure to follow up as planned with the provider can result in discharge from our clinic and a new referral would be required to obtain services from our clinic again in the future (appointments are subject to availability). To help avoid this, patients may receive a letter to let you know you have not been following up as planned.

Prescription Refill Policy

- If you receive prescriptions from our Psychiatry providers, please contact your pharmacy directly for prescription refills. All refills can take 3 business days to address.
- Many 'refills' come through to the pharmacy as a 'new prescription'. If it is not showing up when you ask about your refill, please ask them to check all prescriptions.
- Questions regarding your prescription can be asked at the pharmacy, via MyChart, or by calling the clinic.
- Medication shortages can occur and are out of our control. When this happens, you will need to check with your pharmacist, or call other pharmacies, to see what pharmacy has your medication in stock.

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Signature Page

Patient Name: _____

Patient Date of Birth: _____

Signature of acknowledgement that you have received and understand the Policies and Expectations:

Patient or Guardian Signature: _____ Date: _____