

Improving Chances
Dr. J. Chance Ortego, M.D., M.P.H.
Office Policies

INTAKES:

All first appointments are considered a consultation only. Dr. Ortego will let you know if he is in the position to offer treatment services beyond the first appointment.

PAYMENT/INSURANCE INFORMATION:

Fees are due at the time services are rendered. Our office does not contract with any insurance companies. However, if your insurance company provides out-of-network benefits, you may file your own claims for reimbursement. These claims should be paid directly to you. At the end of each appointment, if requested, you will receive a statement that contains the necessary documentation to file with your insurance company. Please let our office know if you would like to receive this statement. We recommend that you contact your insurance company for specific information about your out-of-network coverage for mental health services.

Payment methods are limited to credit or debit cards at this time. Fees are outlined below and are subject to change. Dr. Ortego will communicate with you in a timely manner prior to any change in fees of service.

Initial psychiatric assessment (90 minutes): \$450
Medication management follow up (30 minutes): \$200
Psychotherapy (45 minutes): \$300
Medication management + Psychotherapy (60 minutes): \$400

APPOINTMENT CHANGES/CANCELLATIONS:

Patients will be charged the full session rate when cancellations occur unless notice is given at least 24 hours in advance. If, for any reason, the doctor must cancel an appointment, the patient will be advised at the earliest possible time.

ELECTRONIC MAIL (EMAIL) POLICY

By agreeing to communicate via email, you are assuming a certain degree of risk of breach of privacy beyond that inherent in other modes of traditional communication (such as telephone, written, or face-to-face). We cannot insure the confidentiality of our electronic communications against purposeful or accidental network interception. Due to this inherent vulnerability, we would caution you against emailing anything of a very private nature. Additionally, the doctor will save your email correspondence and these communications should be considered part of your medical record; therefore, you should consider that our electronic communications may not be confidential and will be included in your medical chart. Never send emails of an urgent or emergent nature. The doctor will make an effort to check email regularly; however, call our office if you have not received a reply within 72 hours.

TELEPHONE POLICY:

Routine brief phone calls made between the hours of 9 a.m. and 4:30 p.m. on weekdays will be returned as quickly as possible. However, please allow one business day for a return call before

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reaching out via email. For more extensive phone calls, please schedule a phone appointment with the doctor. There will be a routine charge for these phone calls based on the time spent per call. Please note that most insurance companies will not reimburse for phone consultation fees.

MEDICATION REFILL POLICY:

Medication refills will generally be called in to the pharmacy within one business day after the request is made. When requesting a refill, please provide:

- Your date of birth
- Name of medication requested
- Medication dosage
- Pharmacy telephone number and address

Prescriptions may only be called in for current patients who maintain their regularly scheduled appointments. Medication refills will not be called in over the weekend except in emergencies.

TERMINATION POLICY:

It is the position of this office that the patient and doctor should mutually agree when it is time to terminate the therapeutic alliance. Ideally this time comes when the patient's treatment goals have been achieved and there is a reasonable expectation that the gains will be maintained. There are, however, circumstances in which there is not mutual agreement, and it is these situations that are addressed below.

Patient Initiated Terminations

Patients are under no obligation to continue services should they decide to terminate at any time. However, we strongly urge that the doctor be notified regarding this decision so that it can be discussed openly.

Doctor Initiated Terminations

Although rare, there are times that the doctor would terminate treatment without the patient's consent. Potential reasons where this might occur include the following: the patient refuses to cooperate with treatment; conflict of interest; the patient fails to pay the agreed upon fees or the doctor determines that he is no longer the best psychiatrist to provide treatment.

If the doctor judges that there are reasons to justify termination of treatment (and the patient does not agree), the doctor shall make an effort to discuss the issues with the patient and give the reasons for termination when appropriate. In addition, the doctor will mail the patient a letter explaining the termination of treatment, providing names of at least three psychiatrists and providing availability for emergency care for 30 days from the date of the letter.

Please note that it is Dr. Ortego's view that successful treatment requires that both the doctor and the patient agree to the treatment plan. An essential part of a successful treatment involves

consistency with the agreed upon frequency of the treatment appointments. Dr. Ortego will discuss the recommended frequency of appointments throughout treatment and, typically, at the end of each

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Office Policies

appointment. However, if the patient does not follow-up as recommended or decides to not follow up with treatment at all, we ask that the patient inform the office. However, if the patient does not contact the office to let us know the intentions, it can become unclear if the patient has any plans to continue treatment.

If the patient does not follow up with the recommended frequency of treatment appointments, the patient's status will be changed from "active" to "closed/inactive." Please note that the closed/inactive status signifies that Dr. Ortego and the patient have ended their doctor-patient relationship. Therefore, Dr. Ortego has no clinical responsibility at this point.

Either of the following situations will result in a change to "closed/inactive" status:

1) Patient does contact the office or follow-up with Dr. Ortego within 30 days of the recommended time frame that he told the patient at the end of the appointment, and which is documented in the chart.

2) Patient does not contact the office or follow-up with Dr. Ortego within 4 months from their previous appointment unless a separate written agreement has been made with Dr. Ortego.

If this should occur, the former patient may request to be "re-established" as an active patient and return to treatment if approved by Dr. Ortego.

ACCEPTANCE OF OFFICE POLICIES:

Improving Chances, LLC and Dr. Ortego are committed to providing professional services of the highest quality and standards. In order to serve our patients efficiently and responsibly, we require that agreements be made regarding the office policies stated above. Patients are encouraged to ask questions before signing.

I have read the office policies, understand, and agree with them.

Name: _____ Signature: _____ Date: _____