
CHAPEL HILL PEDIATRIC PSYCHOLOGY, P.A.
With Adult and Psychiatric Services

205 Sage Road, Suite 201
Chapel Hill, NC 27514
Telephone (919) 942-4166 Fax (919) 942-8693

Business Policies and Procedures

This brochure about our office policies and procedures has been developed to provide answers to questions about appointments, messages, emergencies, insurance, fees, and confidentiality. Please review it carefully. If you have questions or concerns, feel free to discuss them with our office staff or the professional whom you are seeing. **At the initial appointment you will be asked to sign an “Agreement for Services” which will become a permanent part of your file.**

Appointments

Our therapists work a variety of hours, enabling us to offer an appointment schedule that will accommodate most needs. The availability of evening or weekend appointments depends on each therapist's schedule.

When an appointment is made, that time is set aside and cannot be given to any other client. It is very important that appointments be kept. If an appointment needs to be re-scheduled or canceled, please call our office as soon as possible so that the time may be made available to someone else. **There will be a charge for any missed appointment unless notice of cancellation is received 24 hours in advance. Missed appointments are not reimbursed by insurance.**

Messages

Our telephone is answered by an automated voice mail system. If you need to schedule an appointment with one of our therapists, you may press 101 after the introductory message. Each therapist has his/her own confidential voice mail extension for all other communications.

Emergency/Crisis Services

If you have an emergency at any time and you are unable to reach your therapist, you should call **911** or go to your local hospital emergency room and request the attending Psychiatrist on call. The following telephone numbers might be useful.

Chapel Hill-UNC Hospitals (919) 966-4721 Durham-Duke Hospital (919) 684-2413

Inclement Weather

In case of inclement weather, please call ahead to determine if your therapist is available. If you do not know your therapist's extension, please call 942-4166 and press 3 for a company directory. If you do not feel safe traveling, please call and leave a message for your therapist. Otherwise, consider our office open.

Recording

Therapists will not record audio or videotape sessions. Clients may not use recording devices unless given explicit permission to do so from the therapist.

Medical Insurance

Services provided by our office are not covered by all health insurance policies. Most policies have annual deductibles by individual, family, or condition, and some set annual limits in dollars or numbers of visits allowed per year. Since benefits are so varied, each client should review his/her policy carefully and be aware of the benefits or limitations involved.

Please note that mental health is often reimbursed at a different rate from other medical services.

Clients covered by insurance plans must abide by the special rules governing these programs. These plans often require prior permission or authorization for our services. You will need to obtain any authorization before the initial visit, and this authorization will need to be presented to the office staff at the time of the initial visit. Subsequent visits may also need to be authorized by your managed care plan. Our office will make every effort to provide the necessary documentation to your insurance carrier so that authorization for visits may continue. **The ultimate responsibility lies with you to assure that you have authorization for our services.**

Payment is required at the time of service. Please note that services typically not covered by insurance policies include missed appointments, missed testing appointments, interpretive, telephone sessions, marital and parent consultations, school observations and visits, and any written communication that is requested.

Requests for additional copies of a testing report after the initial report was provided will be subject to a \$25.00 fee for each additional copy.

Phone Consultations

A phone consultation occurs when the therapist and the client (or family members) carry on a conversation of a therapeutic, problem-solving, or information-exchanging nature. There is no charge for short phone calls [under ten (10) minutes]. Phone calls beyond ten (10) minutes will be prorated at the therapy session rate.

All written communication will also be prorated at the therapy session rate.

Fees and Billing Procedures

Fees are payable in full at each visit. Please make checks payable to our corporate name, "Chapel Hill Pediatric Psychology, P.A." Upon your request a copy of your bill can be provided. This bill includes all the information routinely needed for filing insurance claims. Each bill includes identifying information, a description of the services rendered at that visit, a record of payments received at that visit, and a numerical diagnostic code of the condition being treated.

It is our policy that the person who initiates services for a child is ultimately the party responsible for payments. Arrangements should be made to ensure payment at the time of service for each session. A credit card payment can be taken over the phone or a credit card

can be kept on file. We do not bill another person or an estranged spouse unless that individual informs us in writing of his/her willingness to pay for services.

Accounts are considered past due if payment is not made at the time the services are rendered. If a balance is more than 60 days past due, the account may be turned over to a collection agency. All testing payments must be paid prior to any interpretive appointments. If balances are not paid the interpretive appointments will be rescheduled.

Client's Rights/Confidentiality

At any time, our clients may question and/or refuse therapeutic or diagnostic procedures or methods.

When working with children, it is essential that the child be able to trust his/her therapist. In that regard, we keep the confidentiality of a child in the same way we keep the confidentiality of an adult. As the parent or guardian, however, you have the right and responsibility to question and understand the nature of our activities and progress with your child. We must use our clinical discretion as to what is an appropriate disclosure. In general, we will not release specific information that the child provides to us, with the exception of the conditions listed in the paragraph below. We will discuss with you your child's progress, your participation in treatment, and any information the child has requested we discuss.

Chapel Hill Pediatric Psychology, P.A., is a collaborative practice of professionals. To provide you with the best care possible, we consult with one another when clinically advisable. If your therapist is out of town, or for some reason unavailable, it is important that the other professionals in the practice have access to relevant information in order to provide the best care possible for your family.

There are, however, certain exceptions to this rule:

- a) If a therapist suspects that child or elder abuse or neglect has occurred, the law requires that he/she report it to the authorities.
- b) If sexual exploitation by another therapist is reported, your therapist is required to notify appropriate person(s) or agencies.
- c) If a therapist believes that your child is a clear and imminent danger to self or to another, the therapist must intervene.
- d) If it becomes necessary to contact an attorney or a collection agency, then your name, identifying information about how to reach you, and amount owed become available to these agents.
- e) In legal proceedings, patient-therapist communications are typically privileged. The exception, however, occurs when we are ordered by the court to disclose information that the court feels is essential to the proper administration of justice.

Release of Information

We require that a "Release of Information" form be signed before sharing information regarding you or your child. These forms can be obtained from your therapist or from our front office.

CHAPEL HILL PEDIATRIC PSYCHOLOGY, P.A.
With Adult and Psychiatric Services

Board of Directors

David B. Riddle, Ph.D., Psychologist
Mary LaScala, M.S., LMFT, Marriage and Family Therapist
Mary Baker-Sinclair, M.S.W., Ph.D., Psychologist

Professional Staff

Barbara A. Hawk, Ph.D., Psychologist
Abby Pressel, Ph.D., Psychologist
Andrew S. Preston, Ph.D., Neuropsychologist
Katherine E. Tyson, Ph.D. Psychologist
Macy Williamson, M.S., LMFTA, Marriage & Family Therapist

Office Staff

Jennifer Johnson
Pam Grantham
Sue Robeson
Maggie Kilcullen

PLEASE CHECK OUT OUR NEW WEBSITE

www.chppnc.com

**205 Sage Road, Suite 201
Chapel Hill, NC 27514
Telephone: (919) 942-4166
Fax: (919) 942-8693**