**Elaine F. Mateo, M.D.**

**Outpatient Services Contract**

Welcome to my practice. This document contains important information about my professional services and business policies. Please read it carefully and note any questions you may have so that we can discuss them during our meeting.

# Meetings

My normal practice is to conduct an evaluation which will last from 2 to 4 sessions. By the end of this evaluation I will be able to offer you some initial impressions of what our work will include and an initial treatment plan, if you decide to continue. During this time, we can both decide whether I am the best person to provide the services you need in order to meet the treatment objectives. You should evaluate this information along with your own assessment about whether I am a person with whom you feel comfortable working with. Therapy involves a large commitment of time, money and energy, so you should be very careful about the therapist you select. If you have any questions about my appropriateness, we should discuss them whenever they arise. If your doubt persists, I will be happy to help you secure an appropriate consultation with another mental health professional.

If psychotherapy is initiated, I will usually schedule one 50 minute session per week at a mutually agreed time. Should our work involve medication monitoring, it is expected that you will continue psychotherapy until such time as we all agree it is no longer needed. Medication monitoring appointments last 30 or 50 minutes. Once this appointment hour is scheduled, you will be expected to pay for it unless you provide **24 hours** advance notice of cancellation (or unless we **both** agree that you were unable to attend due to circumstances which were beyond your control). If it is possible, I will try to find another time to reschedule the appointment.

In addition to weekly appointments, it is my practice to charge this amount on a prorated basis for other professional services you may require such as letter writing, telephone conversations which last longer than 10 minutes, attendance to meetings or consultations with other professionals which you have authorized, preparation of records or treatment summaries, or the time required to perform any other service. You will be expected to pay for each session at the time it is held, unless we agree otherwise.

 Initials \_\_\_\_\_\_\_

# Insurance Reimbursement

I do not file insurance claims from my office; you will have to file the claim directly with your insurance carrier. In order for us to set realistic goals and priorities, it is important to evaluate what resources are available to pay for your treatment. At each visit, I will provide you a statement of services that contains all the information you need to file the claim.

You, and not your insurance company, are responsible for full payment of the fee which we have agreed to therefore, it is very important that you find out exactly what mental health services your insurance policy covers. If you have questions, you should call your insurance carrier to inquire about out-patient mental health services.

# Contacting Me

I am often not immediately available by telephone. I am unable to take calls when I am with a patient. When I am unavailable, my telephone is answered by automatic voicemail which I monitor frequently. I will make every effort to return your call on the same day you make it with the exception of weekends and holidays. If you are difficult to reach, please leave some times when you will be available. If you are having an emergency and feel you cannot wait for me to return your call, you should dial 911 or go to the nearest hospital and ask for the psychiatrist on call. As soon as you are able, you should contact me through the answering service to let me know what has taken place.

If you are calling after 6pm on weekdays or on the weekend **and** you absolutely need to speak to me before the next business day, you may contact me via the answering service at **(770) 928-5026.** If I am unavailable for an extended time, I will provide you with the name of a trusted colleague whom you can contact during my absence if necessary.

# Prescriptions

You will receive prescriptions for an adequate supply of medication to last until your next appointment. As per government regulations, controlled substances such as Ritalin, Concerta, Focalin, Metadate, Dexedrine, and Adderall, Daytrana, and Vyvanse cannot be refilled and only a 30 day supply can be given at one time. This means that I am not able to give refills or call in prescriptions for these medications.

Allow **2** business days for prescriptions that are to be picked up and **5** business days for mailed prescriptions.

Prescriptions requested by phone after 3pm Monday – Thursday will be called in the next business day. Prescriptions requested by phone after 3pm on Friday will be called in the following Monday.

There will be **a $50.00** charge for prescriptions called in over the weekend**.**

# Cancellation Policy

The scheduled appointment time is reserved exclusively for you. Therefore, if you must cancel your appointment, you have to give **24 hours**’ notice. Otherwise, you will incur a charge for the appointment as if it had taken place and for the amount of the scheduled appointment**. Monday** **appointments must**

**be canceled by no later than 12pm on Friday in order to avoid a charge**.

I look forward to working with you.

Elaine F. Mateo, M.D.

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