

## **OFFICE POLICIES & PROCEDURES FOR OUR PATIENTS**

Thank you for choosing Denver Wellness Associates. We realize that you have a choice in providers and are pleased that you have chosen to seek care with us. The staff at Denver Wellness Associates strives to exceed expectations in care and service. In order to do so we have an appointment/cancellation policy. The policy enables us to better utilize available appointments for our patients in need of care.

### **OFFICE HOURS**

Our office is available ***Monday-Thursday 8:00am to 5:00pm, and Friday 8:00am to 12:00pm.***

If you need an appointment, change an existing appointment, or prescription refill, please call during regular business hours. Our number is (720) 724-3668 and email is (Admin@denverwellness.com). You are able to leave our office a voice message, send us a text message, email or message the office through your patient portal at any time. We will make every effort to return messages as soon as possible.

### **APPOINTMENTS**

To ensure timely continued care, we encourage patients to schedule appointments in advance, as well as call in medications in advance. When calling for an appointment, please provide your name, telephone number, reason for visit, as well as any updated contact or insurance information. *If you are late to your appointment, it will still end at the scheduled end time.*

### **CANCELLATION OF AN APPOINTMENT**

Appointments for our services are in high demand. If it is necessary to cancel your scheduled appointment we require that you call one (1) working day (**24 hours**) in advance. You are able to leave our office a voice message, send us a text message, email or message the office through your patient portal at any time. Failure to notify the office (24) hours 1 day prior to the start time of the appointment will result in a \$125 no show fee.

### **NO SHOW POLICY**

**Medication Management appointments** - A “no show” is someone who misses an appointment without canceling it within one (1) business day (**24 hours**) in advance. *A failure to present at the time of a scheduled appointment will be recorded in your medical chart as a “no show”.* **An administrative fee of \$125.00 will be billed to your account.** Three (3) “no-shows” within one (1) calendar year can result in a termination of services. **\*\*Please note that No-Show charges are patient responsibility and cannot be billed to insurance.** Denver Wellness Associates accepts all forms of communications to cancel / reschedule an appointment by phone (ALWAYS leave a voicemail if we do not answer), text, email or through your patient portal. Our office will honor the time of the message left / sent.

**Therapy appointments** - A “no show” is someone who misses an appointment without canceling it within one (3) business day (**72 hours**) in advance. *A failure to present at the time of a scheduled appointment will be recorded in your medical chart as a “no show”.* **An administrative fee of \$125.00 will be billed to your account.** Three (3) “no-shows” within one (1) calendar year can result in a termination of services. **\*\*Please note that No-Show charges are patient responsibility and cannot be billed to insurance.** Denver Wellness Associates accepts all forms of communications to cancel / reschedule an appointment by phone (ALWAYS leave a voicemail if we do not answer), text, email or through your patient portal. Our office will honor the time of the message left / sent.

### **INSURANCE**

Denver Wellness Associates accepts most insurance plans. It is patient responsibility to inform our office of any changes in insurance coverage. Failure to do so could cause delay or denial of insurance payment. Patients are responsible for co-pays at time of service. Deductibles, co-insurance and non-covered items are due 30 days from receipt of billing. If applicable, you will be billed for services not covered by your insurance (as stated in your insurance contract) by our billing department. **The card on file will be used to process any outstanding balance that is the patients responsibility.**

## **PAYMENTS**

Denver Wellness Associates accepts cash, personal checks, MasterCard, Discover, Visa and American Express. Checks can be made out to Denver Wellness Associates. **There is a \$25 fee on returned checks.**

It is the policy of Denver Wellness Associates to make all reasonable attempts to collect outstanding balances' should they accrue, including, convenient payment arrangements. Patient care will be suspended if an account exceeds 2 non-payment for appointments within a 6 month period or if the account exceeds \$300. Following these attempts, accounts in poor standing can be outsourced to a third party for the purpose of collection. At any time if you need to be on a payment plan please contact the office to work out the details.

## **FORMS/LETTERS/REPORTS**

We understand that at times, various forms or letters may be required to assist you with your healthcare needs. The staff at Denver Wellness Associates will be happy to complete forms and write school letters as necessary upon your request. However, because this can be time consuming, any reports, consultations or clerical tasks involving time beyond that of the regular scheduled appointment **will be billed at \$300 per hour and may take 7 to 10 business days** to complete. ESA letters are written after the office receives the completion of obedience training certification and the \$200 cash rate payment.

Per HIPAA guidelines, copies of medical records must be requested in writing. To ensure your privacy, a form for release of medical information must be completed prior to receipt of these materials. In some cases, your records may not be released directly to you, but instead forwarded to whomever is taking over your care. The law allows Medical Offices 30 days to complete requests for records. However, our team puts forth every effort to respond to these requests in a timely manner.

## **PRESCRIPTION REFILLS & PHARMACY INFORMATION**

Please inform Denver Wellness Associates of which Pharmacy you use and update us if this should change. We encourage our patients to review their medications prior to their office appointments and to request refills at that time, if needed. You may be required to schedule an appointment prior to a refill being administered. Patients may be required to be seen at least once within the last 3 month of their last appointment to be able to receive a medication refill. We do not accept refill requests from Pharmacies. Please call us at (720) 724-3668 and press 1 or email (refill@denverwellness.com) for refill requests; leave a message with your name, DOB, and the prescription you are wishing to be refilled. **Please allow one (24 hours) to two (48 hours) business days for refill requests.**

**\*\*Please note our office does not prescribe Benzodiazapines and Stimulants in conjunction with one another. Providers may also require a release of information from a previous provider in order to approve certain medications.**

## **CONFIDENTIALITY & PATIENT RIGHTS**

Information shared in visits is confidential and is not shared outside of Denver Wellness Associates without a release form signed by you. However, there are legal limits to confidentiality. If indications of child abuse or planned bodily harm to oneself or others comes to light during the course of treatment, Denver Wellness Associates are legally bound to report these to the appropriate authorities.

You are entitled to the highest psychiatric care available. Psychotherapy is a joint undertaking, with rights and responsibilities shared by both the patient and the provider. We are always interested in responding to whatever questions, concerns or feelings you may have regarding your care.

## **Patient Support References for Denver Wellness Associates**

You are never alone, there are many options when you need someone to work with right away. Here is a list of helpful organizations that can get you and your family through.

1. National Suicide Lifeline: 24/7. Any time of day or night. Phone: **1-800-273-8255** or **Text: 741741**
2. Colorado Crisis Services: 24/7. Any time of day or night. **Phone: 1-844-493-825** or **Text the word, “talk” to 38255**
3. Adams County Community Reach Center: Resource coordinators that will help get you connected with the right organization to help: **303-853-3500**
4. Depression Hotline: 24/7. Any time of day or night.
  - a. Adults: **303-860-1200**
  - b. Youth support: **303-894-9000**
5. Depression line at Denver Springs: **720-706-0042**
6. Safe2Tell for students of any type: **1-877-542-7233 (SAFE)**
7. Crisis line for Veterans: **1-800-273-8255, press 1**
8. Nacional de Prevención del Suicidio: **1-888-628-9454**
9. **Download the free MY3 app: Create a plan to stay safe when having thoughts of suicide**
10. Trevor Lifeline for LGBTQ: **1-866-488-7386** or **Text “START” to 678678**
11. Emergency Responder Crisis Text Line: **Text “BADGE” to 741741** for confidential connection to a trained crisis counselor 24/7

For general information about city resources such as housing, food stamps, and public programs **dial 211** from any phone and a live person will assist.

## **Crisis Stabilization Centers**

Walk-in care 24 hours a day. This is a good alternative if emergency care doesn't seem like it is needed. If emergency services are required, the crisis center would assist with that transfer.

We recommend **All Health Walk-in Center in Littleton**

6509 S Santa Fe Dr.

Little, CO 80120

24 hour crisis hotline and phone number: **303-730-3303**

Allhealthnetwork.org

In Denver: **Mobile Crisis Services** to perform an onsite evaluation: 1-844-493-8255

**Other walk-in centers can be found at: [www.coloradocrisiservices.org](http://www.coloradocrisiservices.org)**

**RECEIPT ACKNOWLEDGMENT FORM**

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By signing below, I acknowledge that I have received, reviewed, understand, and will comply with the policies and procedures explained in the Denver Wellness Associates Office Resources and Policies form.

[PatientName]

Printed Name

[RequiredSignature]

Signed Name

THANK YOU!

Denver Wellness Associates