

**Valley Psychiatric Associates, P.C.  
Office Protocol**

**\*\*\*KEEP A COPY FOR YOUR RECORDS\*\*\***

**Payment for services rendered is due at the time of service. If you have insurance, we will file, however, you are responsible for whatever your insurance does not pay.**

**It is your responsibility to check with your insurance company regarding benefits.**

**A minor child MUST be accompanied by his/her legal guardian for appointments. Stepparents are not legal guardians.**

**There is a \$45-\$70 charge for missed appointments not cancelled 24 hours before set appointment. Missing (3) appointments will be grounds for termination of services through this office.**

**Outstanding accounts that cannot be collected by this office will be turned over to a collection agency after 90 days delinquency. ALL COST incurred to collect debt will be added to the account fees, including attorney fees.**

**If you need a refill, you must give 5 working days notice before you are out of medication. There will not be any prescription given Friday through Sunday.**

**If Madison City Schools are closed for bad weather, then our office will be closed.**

**If you are sick, please call and reschedule.**

**In the event of an emergency, call 911 or go to the nearest emergency room. Being without your medication does not constitute an emergency after hours, the doctor does not have your chart. Please call within working hours for medication refills.**

**Any forms, verbal or written, to be filled out by office staff or providers will incur additional charges up \$45.00.**