



## Policies & Procedures

### Patient Understanding & Agreement (revised January 2020)

#### Business Hours\*

Transitions Center's business hours are from 9AM to 6PM, Monday through Friday. We are closed from 12:30 PM to 1:30 PM every day lunch.

*\*Business Hours are subject to change*

#### Emergency Services

Transitions Center does not provide any Emergency psychiatric services. If you feel you are in need of emergency help, you will need to call 911 or visit the closest Psychiatric Urgent Care/Hospital or call the Crisis Lines:

24-Hour Crisis Hotlines – National

**1-800-273-TALK (8255) (602-222-9444)**

Maricopa County Crisis Line:

**1-800-631-1314 or 602-222-9444**

#### Initial Psychiatric Assessment

First psychiatric appointment is **ONLY** for evaluation purposes and to determine if you are an appropriate fit for our scope of services. Please do not discontinue your treatment relationship with your existing provider until you are accepted as a patient for ongoing treatment **AFTER** your first appointment. The evaluating provider may decide that you need to be seen more than once to make that decision.

#### Medication Refills

Medication refills are the **patient's responsibility!** Medication refills are to be requested at least 5 business days before the medication runs out. Any medication refill requiring a prior authorization from an insurance company will take longer (up to 10 business days).

#### Form Completion

Completion of Disability, School, Employment related and other forms are beyond the scope of Transitions Center and its providers and is **NOT** considered as part of the psychiatric evaluation or medication management reimbursement fee. These will be charged separately based on the time and complexity of the form (typically range from \$35 to \$75).

#### Cancellations & No Shows

You will be considered a "No Show" and charged accordingly if:

- Miss your appointment
- Cancel your appointment less than 24 hours of your appointment time
- If you arrive more than 15 minutes late for your appointment
- Please check with our staff about our No Show Fees.



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#### Fees, Insurance & Payment

Please be advised that these fees are due at the time of service and Transitions Center reserves the right to decline services if these fees are not paid on time.

**Credit Card on File:** Your credit card information will be required and authorization will be required to ensure collection of fees (Deductibles, Co-Payments, No-Shows & Self-Pay).

#### Contact Information

You must provide an E-Mail address and a working phone number (cell/mobile phone is preferred) so that we can inform you of schedule changes and any important clinical information. If there are any changes to your contact information **you are responsible for informing Transitions Center of these changes.**

#### Termination of Treatment

Transitions Center and its providers reserve the right to terminate services for a patient upon determining that doing so is an appropriate action to take either from a clinical and/or administrative standpoint. In such situations, the departing patient will be provided with referrals to other appropriate community providers and an adequate supply of medications (if needed) for a smooth clinical transition.

**I, the patient(s), have carefully read and understood the above-noted Policies & Procedures and agree to abide by them.**

\_\_\_\_\_  
Patient Name

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Legal Guardian Name

\_\_\_\_\_  
Parent/Legal Guardian Signature

\_\_\_\_\_  
Date