



Summary of Information for Patients

The clinicians and staff at GPS feel that it is important that you understand these policies. By signing this Summary, you acknowledge that you have reviewed the information and you consent to these policies:

Office Hours and Administrative Issues

Our San Francisco office is generally open Monday through Friday from 9 am to 5 pm, but hours vary from week to week. Other offices are only open a day a week. There are no on-site administrative staff. You can reach our administrative team through the “Online Office” tab on Gateway’s website and by email.

Methods of Payment

We accept Visa and MasterCard with automatic payment on the date of sessions. **We accept pre-payment with personal checks by special arrangement only.** New patients are charged for the first session of a consultation when the appointment is initially set up. All other visits are charged within a week of the visit.

Payment for Services

Regarding payment:

- All charges are due at the time of service.
- You will receive a statement each month. That statement will include diagnostic and procedure codes and can be used by you to submit to insurance for reimbursement.
- We don’t accept private insurance and don’t collect claims or negotiate settlements on disputed claims with insurance companies. Ask us about services that can help with this.
- After 90 days, if no payments have been received and no payment plan has been agreed to by us, necessary collection proceedings will begin. Please let us know about any changes of address so that undeliverable statements aren’t turned over to collection agencies.
- We charge 10% interest on overdue balances to offset the cost of collecting payment. Interest is calculated on the first day of the month.
- We regularly adjust our rates to reflect changes in cost of living. Patients are notified of any fee adjustment in advance.

Third Party Payers

If a third party accepts financial responsibility for your treatment at GPS, he or she must have a signed Third-Party Payer form on file at GPS. Third party payers must pay by the automatic credit card method or pre-pay monthly. You are *also* responsible for the cost of treatment if the third party does not pay.

Cancellations

If you cancel with less than **seven days'** notice, you can expect to be charged. Please give us as much notice as possible because we will try to fill the cancelled appointment, and if we fill an appointment you won't be charged. Also, if you move an appointment to an earlier date and time you will not be charged. A final decision about charging for a late canceled appointment is made by your clinician at your next in-person visit.

Refills

Prescriptions and refills should be addressed during your session with a clinician. We make every effort to write for enough medication to last until your next appointment. If this doesn't happen, you can call your pharmacy to ask for a refill authorization from our office. Routine refills are authorized within one working day for patients that have a future appointment. Refills approved between sessions are never for more than a 30-day supply.

Non-Covered Services

We charge for services when we do clinical work on your behalf in our office. These charges are unlikely to be covered by your insurance company. Examples include extensive e-mail responses from your clinician to email questions, telephone calls about clinical issues, time spent conferring with other healthcare professionals, contacting an insurance company for a prior authorization for medication, writing reports, requesting and reviewing extensive medical records, and taking care of urgent refills.

Medicare and Insurance

We are not able to accept Medicare patients. By signing this form, you certify that you are not currently covered, nor will you become covered under Medicare in the near future. You also understand that Gateway is not an in-network provider for any insurance plans.

Email and Website

For many problems, the best way to communicate with us is through the website. Click on the "Online Office" tab to reschedule, ask about refills, and take care of many other common problems.

While we welcome contact by email, we cannot guarantee the confidentiality of any information sent by email. If you have concerns about confidentiality or security, we recommend using services, such as Virtru, which offer secure email and file protection. Email is not an appropriate way to discuss urgent matters. If you have an urgent need to speak with someone you can email your clinician to find a time to talk, you should also call (415)551-0520 and follow the instructions for urgent calls. Please discuss expectations around email communication with your clinician.

Concerns

We know that psychiatric treatment is a very personal thing. If you have any concerns about your care, or about these policies, please talk with your clinician or Dr. Forster, the clinical director.

I have read and understand Gateway Psychiatric Services policies summary. I agree to abide by them.

Signed by:

Date:

X

Your Name