

# Dr. Jeffrey DeSarbo's / ED-180 Office Policies. (428202)

## **New Patients for Dr. Jeffrey Desarbo and ED-180 Clinicians**

Please arrive 15 minutes before scheduled appointment time to complete any paperwork that may be required. Please go to the **Forms** section on this page and print out the appropriate form to fill out and bring to your first appointment. Also be sure to print out and bring this office policies form signed by you as well. As soon as you arrive at the offices, please check-in with the office manager in the reception area.

## **Appointments and Cancellations**

Unlike other medical professions, the practice of psychiatry is more time consuming and does not allow the office to “double book” appointment times allowing for missed appointments by patients. Dr. DeSarbo’s office requires a full 24-hour notice for cancellations or patients will be billed for missed appointments. In some instances, a telephone/virtual session may be substituted at the scheduled time. Please note that when appointments are missed or rescheduled with short notice it may be difficult to reschedule since the office calendar is often booked several weeks in advance. Fees for missed appointments and cancellations within 24 hours are as follows: \$50 for 1st missed/cancelled appointment; \$100 for 2nd missed/cancelled appointment; full session cost after 2nd missed/cancelled appointment. The office will often make reminder calls the day before your appointment, however, please note that it is ultimately your responsibility to remember the date and time of your appointment and not rely on the reminder call which may be missed. Also, note that these calls are to remind patients of their scheduled appointment, NOT to confirm the appointment. Any cancellations made with these calls and within 24 hours are subject to charge as mentioned above.

## **Payment for Services**

Payment for services are **due at the time of service**. This office does not bill for appointments and there should be no balance on any accounts. Advance payments for a block of sessions is accepted. Payment may be made by check, cash or credit card and a credit card is required to be kept on file. A \$25 fee for all returned checks will be charged. Any unpaid balances, as per office policy, may result in a delay for prescription refills until a balance is cleared.

## **Urgent/Emergency Telephone Calls**

For urgent matters, patients may also call Dr. DeSarbo’s cell phone number. For emergencies, patients should always call 911. Due to Dr. DeSarbo’s daily schedule, most telephone calls will usually be returned after office hours in the evening. Dr. DeSarbo will always try to return calls within 24 hours on weekdays, however, if you do not hear back within 24 hours please call again. Calls and messages left on weekends will be returned on Monday or the next business day after holidays.

### **Refills, Scheduling and Other Telephone Calls/Questions**

The office may be reached most days of the week through his office telephone number although for best communication and a record of your/our communication it is best to email [DeSarbo312@aol.com](mailto:DeSarbo312@aol.com) . Due to the significant number of calls received each day, please reserve therapy issues and other non-urgent matters for discussion at your next scheduled visit.

**Changes to medications require an office visit or scheduled virtual consult.** If family members have expressed and/or legal permission to participate in a patient's care, they are expected to be at the scheduled office appointment with the patient and must read and sign other forms permitting this communication. Follow-up telephone calls for caregivers not present at the office visit are subject to a session charge or a minimum of \$25, however, with permission from the patient, a caregiver may be on put on a conference call during the in-office session. For family members of patients over the age of 18, it is necessary to complete the [Family Consent Form and Guidelines for Adult Patients.](#)

### **Requested Reports and Forms**

Any reports, forms or other paperwork that must be generated, completed or requires additional administrative work and is requested by the patient or a third party on the patient's behalf are subject to a charge of \$495/hr (minimum charge \$50). The patient is responsible for the fees due for any requested materials (third parties will not be billed).

### **Medication Prescriptions**

Follow-up appointments are usually scheduled to ensure that you do not run out of medications prematurely between appointment times. However, if you miss a scheduled appointment time that requires an electronic prescription to be placed or mailed to your pharmacy, a \$25 fee per refill will be billed and applied to your next visit for controlled substances and a \$10 fee for non-controlled medications. Renewals for controlled substances require a monthly appointment.

Request for refills must be submitted to [DeSarbo312@gmail.com](mailto:DeSarbo312@gmail.com) Monday thru Friday (before 4pm). Refills may take 1-2 business days so we request the office be notified at least 3 days before your prescription is empty. Failure to notify us in time may result is a patient running out of medication. Our office in generally not available for refills from Friday after 4pm until the following Monday morning business day. *Should an emergency refill be requested and if it is able to be refilled on the weekend, there will be a \$50 fee. Please be responsible for your medication status and pay attention to the quantities and refills you have left on each prescription as this is your responsibility.*

In recent times, there have been shortages of medications from manufactures which have effected pharmacy stock and ability to fill certain prescriptions in a timely manner which can lead to disruptions in treatment and significant inconveniences for the patient. When thus occurs, it is the patient's responsibility to call and locate a pharmacy that has the medication and dosage needed and to inform our office where you want us to put the prescription into. Our office cannot and does not call pharmacies on our patient's behalf to check which pharmacies may have the required prescription in stock.

## **Controlled Substances**

Drugs, substances, and certain chemicals used to make drugs are classified into five distinct categories or schedules according to the U.S. government's Drug Enforcement Agency (DEA) depending upon the drug's acceptable medical use and the drug's abuse or dependency potential. While many of the medications can be beneficial to treating certain psychiatric conditions, they must be prescribed and dispensed in accordance with U.S. and N.Y. state laws, regulations and standard of care rules and policies. Our office will only prescribe controlled substances with a scheduled appointment visit prior to the issuing or renewal of any medication on the DEA schedule of controlled substances.

It is the patient's primary responsibility to use any prescribed medication according to the doctor's instructions and to responsibly store and manage the medications in a safe manner to avoid any cases of loss, misplacement, or premature shortage regardless of the reason or excuse. Any early shortage of a controlled substance will not be refilled until the date a renewal is due and without an appointment prior to refilling the medication. Substitutions of non-controlled medications may be utilized when necessary and appropriate (i.e. using an anti-convulsant until a benzodiazepine medication is due.) We understand this may not be convenient at times, but we require strict coherence to this policy.

Should a controlled substance be prescribed that requires a dosage change prior to 15 days of the original prescription, patients may be required to return unused medication before issuance of a new prescription.

Please note, that our office is also required to check the N.Y. State Prescription Monitoring Program data base with all new prescriptions of a controlled substance at each refill which provides us a data base of all controlled substances prescribed to the patient, from each prescriber who wrote the prescription, the date the prescription will filled and picked-up, and the quantity dispensed. Any abnormalities or signs of misuse or abuse will require an appointment to discuss continued prescriptions and treatments.

## **Insurance Billing**

Fees for appointments are due on the day services are rendered. Dr. DeSarbo is not a provider for private insurance companies and does not accept insurance. However, Dr. DeSarbo's office will complete and provide the necessary invoices with codes for you to submit to your insurance provider for direct reimbursement to you from your insurance company on a monthly basis if requested. Please note that many patients prefer the privacy of psychiatric care and when insurance reimbursement is sought an insurance company has the right to a patient's personal medical/psychiatric care records when providing reimbursement payment.

*Patient/Guardian Signature:*

*Date:*

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