

Dr. Jeffrey DeSarbo's / ED-180 Office Policies

Very Important – Please Read Carefully and Be Aware of Our Office Policies

(Updated and effective 1/1/2026)

New Patients

Please arrive 15 minutes before scheduled appointment time to complete any paperwork that may be required. Please go to the Intake 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 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.

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 **an updated credit card is required to kept on file**. A \$35 fee for all returned checks will be charged.

Late Payments and Unpaid Balances

As noted above, payment is due at the time of each appointment. A **\$25 late fee** will be assessed on any balance that remains unpaid **7 days after the date of service**. An **additional \$25 late fee** will be assessed on balances that remain unpaid **30 days after the date of service**, and every 30 days thereafter until the balance has been paid in full. If you anticipate difficulty making a payment, we encourage you to contact our office promptly. We are happy to discuss your situation *before* your account becomes overdue. To ensure continuity of care patients with delinquent accounts may have prescription refills limited to a **7-day supply** until their account is brought current. Any exceptions will be made solely at the physician's discretion when clinically appropriate.

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 24hr 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 weeks in advance. Fees for missed appointments and cancellations within 24 hours are as follows: \$100 for 1st missed/cancelled appointment; full session cost after first missed/cancelled appointment.

Reminder Calls

The office will often make reminder calls the day before your appointment. Please note that it is a courtesy and that ultimately it is 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.

Refills, Scheduling and Other Telephone Calls/Questions

Dr. Desarbo's office manager may be reached most days of the week through his office telephone number although for best communication and a record of your communication you may email DeSarbo312@gmail.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.

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, however, if you do not hear back within 24 hours please call again.

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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. Follow-up telephone calls for caregivers not present at the office visit are subject to a session charge or a minimum of \$50, however, with permission from the patient, a caregiver may be on put on a conference call during the in-office session.

Requested Reports and Forms

Any reports, forms or other paperwork that must be generated or completed 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). Forms filled out during a session are not subject to charge.

Medical 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 or in other circumstances that require an electronic prescription to be placed or mailed to your pharmacy, a \$25 fee per prescription renewal will be applied to your next visit's invoice. If stable on medications, refills may be given for up to 3 months, however, an appointment is required for standard of care check-ins for refills past 3 months. Renewals for controlled substances require a monthly appointment.

Request for refills must be submitted to DeSarbo312@gmail.com Monday thru Friday (before 4pm). Allow 24-48 hours for refills and please submit 3 business days before your prescription is empty. Failure to notify us in time may result in a patient running out of medication. Our office is 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 you have left on each prescription as this is your responsibility.*

Should any pharmacy be out-of-stock of any of your medications, it is your responsibility to locate a pharmacy that has your medication and inform our office where you want it sent to.

Letters for Cell Phone Accommodation Usage

Our office does not endorse, require, or consider cell phones or related applications as necessary components of psychiatric care or treatment. While technology can occasionally be used as an adjunctive tool (e.g., reminders for appointments, access to mental health resources), cell phones or any associated applications are not considered essential for the therapeutic process or medical management of psychiatric conditions.

Cell phones are not classified as medical devices and are not required for any aspect of standard psychiatric treatment provided by this office. As such, we do not provide letters, documentation, or certifications for schools, workplaces, or other institutions that imply or state that a cell phone is necessary for psychiatric care. This includes but is not limited to requests for accommodations to allow cell phone use during school or work or assertions that cell phones are required for the management of psychiatric conditions. If a cell phone is utilized for a medical condition (e.g. checking glucose levels in diabetes) please refer to your medical doctor for such documentation.

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 on a monthly basis if requested. Please note that many patients prefer the privacy of psychiatric care and when insurance reimbursement is sought, the insurance company has the right to a patient's medical/psychiatric care and records.