



OFFICE POLICIES - HIGHLIGHTS

Cancellations / No Show / Late for Appointment

If you are unable to make your appointment, please cancel at least 24 hours prior to the appointment start time by messaging us through the patient portal or leaving a voicemail. Failure to notify Bright Self Medicine of appointment cancellation at least 24 hours in advance will result in a \$50 dollar cancellation fee, which will be automatically charged to your credit card on file. If you are more than 15 minutes late for your appointment you will be considered a No Show and this will result in a \$50 dollar cancellation fee, which will be automatically charged to your credit card on file.

Insurance

Bright Self Medicine does not take any commercial insurance. A superbill can be generated for patients with commercial insurance to submit to their insurance company on their own to seek reimbursement for **Out of Network** benefits. It is the patient's responsibility to do the insurance submitting on their own behalf.

Fees

Regarding phone calls: For simple concerns, most issues can be addressed through the patient portal, however, if more complex medical questions or medication changes of any kind are requested, Dr. Yergen will request you come in for a visit or you will be offered a phone visit charged at the fees listed below. Phone visits do not take the place of regularly scheduled patient care visits. Medicare patients are not able to engage in "phone visits" and must be seen for a standard telemedicine office visit for clinical concerns.

Rates may increase overtime as with anything else secondary to cost of inflation. If there will be any rate changes, they will go into effect one time per calendar year and there will not necessarily be a rate change each year. I will give patients a 3 month notice via the patient portal if this is to occur.

Service	Estimated Fee
Psychiatric Initial Assessment	\$275.00
Medication Management Follow-up	\$210.00
Paperwork, Letters or Forms	\$50.00 per 15-minute increment (0-15 min = \$50, 16-30 min = \$100)
No Show or Late Cancellation Fee (<24 hours)	\$50.00
Phone visit (in between sessions)	\$100.00 per 15-minute increment (0-15 min = \$100, 16-30 min = \$200)
ADHD Assessment in an adult	\$650.00 (broken into two separate 1 hour visits)

Emergencies

Dr. Yergen is not available for emergencies whether medical or psychiatric in nature. If you are feeling like you are having an emergency that needs immediate attention you must call 911, go to your nearest emergency department or urgent care center for immediate care. This includes severe adverse reactions to medications.

Completion of Forms, Paperwork and Letters Policy

Please be advised that there will be a \$50.00 per 15-minute increment (0-15 min = \$50, 16-30 min = \$100) service fee to complete any forms or paperwork or letters needed or requested by you.

Payment for Services

Pre-payment is expected prior to the time of appointment. Other fees will be charged to CC on file at the time of service.

Termination of Treatment

Bright Self Medicine reserves the right to terminate treatment with a patient if there is a breakdown in rapport that makes it difficult or impossible to continue offering quality treatment. This could be due to threatening or abusive behavior towards office staff and/or Dr. Yergen by you or your family members or acquaintances, sexual advances, repeated no-shows or rescheduling, inappropriate in between visit medication refills or early refill requests, treatment non-compliance that jeopardizes your safety, refusal to follow the treatment plan or violating the terms of the treatment contract such as failure to pay bills and office fees.