

## Policies and Guidelines

Welcome to OSUWMC Behavioral Health Outpatient Services. Whether you are seeking care for yourself or someone in your family, we hope you have a positive experience. Please plan to arrive at your appointment 45 minutes prior to your scheduled appointment to allow for time to park and register for your first appointment. Please complete the included questionnaires and bring them with you. Your appointment can start on time and your clinician will be better informed if this information is completed prior to arrival.

### Services offered for children, adolescents and adults:

- Diagnosis and management of psychiatric and behavioral problems
- Medical management of psychiatric illnesses including Depression, Bipolar Disorder, Anxiety and Panic Disorders and Schizophrenia
- Individual, couple, family and group psychotherapy including:
  - Cognitive-Behavioral therapy (CBT) for mood and anxiety disorders
  - Dialectical Behavioral Therapy (DBT) skills group
  - Cognitive Processing and EMDR for PTSD and trauma
- Transcranial Magnetic Stimulation (TMS) for treatment of depression
- Substance abuse evaluations and treatment are provided through our Talbott Hall location
- Disability evaluations and reports
- Medical-legal consultations and medical second opinions
- Psychological and Neurological evaluation/testing

### Appointments

- Appointment hours are Monday through Friday
- In order to schedule, change or cancel an appointment, please call 614-293-9600.
- If you and your clinician agree upon a series of appointments, please schedule up to 3 of these in advance as clinicians' schedules may fill up

Our office has a specific policy regarding missing or canceling appointments with less than 24 hours notice. **Please be aware that we cannot continue providing quality services if there is a pattern of 3 or more missed appointment within a six (6) month period.**

### Insurance

We will try to verify your insurance coverage and eligibility prior to your first visit. At later visits you will be asked for your insurance card so that we can update your insurance information. If you do not have insurance, or if your insurance declines to cover fees, it will be your responsibility to pay at the time of service. Also, Medicare and many other insurance policies have annual deductibles, and you must pay all charges until such deductibles are met. It is your responsibility to notify us of insurance changes. If you have questions about billing or your account, please contact Erica Ray at 614-293-9483.

### Copays

Please make your co-pay at the reception desk at the time of each visit. We accept Visa, Discover, MasterCard, and personal checks.

### Emergencies

Your provider will give you information about reaching him/her during regular office hours. Please **do not** use E-mail to contact your provider. The evening, weekend and holiday emergency number is 614-293-9600, however, for any serious medical or mental health emergency you should go directly to the emergency room.

Name:

Medical Record #:

DOB:

**Diagnosis and Treatment plan**

Please discuss both your diagnosis and treatment options with your clinician. It is essential for effective care that you clearly understand these points and agree with the treatment plan.

**Medical Records and Reports** (such as documents released to non OSUWMC providers, school officials, or attorneys)

Our medical records are part of the OSUWMC electronic medical record. The administrative staff will provide release of information forms for you to sign in the event that you want your record or any other information about your treatment to be released. Preparation of reports and copying of records to be sent elsewhere may result in fees being assessed. These services will not be carried out without your written authorization and prepayment of applicable fees.

**Parking**

Parking on the OSU campus and in the hospital area is a challenge. We have enclosed a map to help you in this process. The South Cannon Parking Garage, SAFEAUTO Hospitals Parking Garage, and Valet Parking (located in front of the OSU Medical Center) are all available options for parking. Park & Ride services are available from these parking areas. You can call 614-293-8669 for a Park & Ride Shuttle from the garages/valet parking areas to our office, located on the 5<sup>th</sup> floor within the OSU Harding Hospital. Please allow extra time to find parking, and to complete any necessary registration information or paperwork. **We unfortunately are unable to reimburse for parking in the garages.**

**Prescription Policies**

- In accordance with good medical practice, our physicians will consider prescription refills only for patients who have been seen within the past 3-6 months and have a follow-up appointment already scheduled. It is up to the discretion of your doctor whether medications will be called in without you being seen.
- If you need a prescription refill, please have your pharmacy fax your refill request to 614-293-3820. Your pharmacy will provide our office with all applicable information about the prescription(s). We will make every effort to complete your refill request within 24-48 business hours. Be sure to check with the pharmacy to ensure that your medication is ready before you go there to pick it up.
- Remember that stimulant medications such as methylphenidate and amphetamine cannot refilled by telephone, so you must come to the Clinic and obtain a written prescription.

**Thank you for taking the time to review these Policies and Guidelines for outpatient services. Should you have any questions please talk with your provider or our administrative staff.**

**I have read and understand the Policies and Guidelines, and I agree with them.**

Patient and/or Guardian

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Date

Name:

Medical Record #:

DOB: