

Tiffany Griffiths, Psy.D. & Associates, Inc.

POLICIES AND PROCEDURES

Welcome! Here is some information you need to know:

This guide to office policies and procedures will provide answers about fees, appointments, insurance, messages, and other issues. Please read this guide carefully. If you have any questions or concerns, feel free to discuss them with your clinician.

APPOINTMENTS

Except for rare emergencies, your clinician will see you at the time scheduled on a weekly basis (for psychotherapy; medication management, nutrition services, and psychological testing will have different requirements). Because this time is set-aside for you, it is important that you keep this appointment. It is understood that circumstances may arise which necessitate the cancellation of an appointment. In these cases, please provide at least 24 hours notice of any appointment that you need to cancel. **You will be charged for appointments missed without 24 hours advance notice.**

COSTS FOR SERVICES

Many factors go into determining what your fee will be (what your insurance company allows, what your clinician charges, etc.). It is your responsibility to know what your insurance will cover and what your portion is (deductible, co-pay and co-insurance). A session typically runs about 45-55 minutes. Payment is required at the end of each session. If you have difficulty paying your bill, please discuss a payment schedule with your clinician. If they cannot assist you they will refer you to our billing department.

HEALTH CARE INSURANCE

Many health care insurance policies will cover SOME of the cost of your therapy/treatment. The reimbursement varies considerably from policy to policy. Read your policy carefully and be aware of what is and what is not covered as well as whether or not your clinician or the practice of Tiffany Griffiths, Psy.D. & Associates, Inc. is a provider with your insurance company. It is your responsibility to obtain authorization and a referral if necessary. You may wish to call your insurance company and ask about your benefits for outpatient psychotherapy or one of the other services you are receiving.

We do file insurance forms as a courtesy to you. It is your responsibility to provide us with the proper information, including any changes to your insurance. Ultimate responsibility for payment lies with you.

CONFIDENTIALITY

All information shared is strictly confidential. It will not be released in any form except with written permission. The exceptions are indications of harm to self or others or in the case of reported or suspected child or elder abuse. Such indications legally require appropriate action by your clinician. In addition, peer consultation is encouraged. When your case is being discussed in such a setting, with other colleagues, identifying information will not be used so as to protect your privacy. The exception is with other providers in this practice who are also treating you (i.e., for medication, psychological testing, etc.).

CONTACTING YOUR THERAPIST

Your clinician uses a voice mail system that is confidential and regularly checked to handle requests for appointments, cancellations, and non-urgent matters. We also have a patient portal system that includes a secure messaging feature. You are encouraged to utilize the portal system to ensure your privacy as opposed to other methods of electronic mail (e-mail). For more urgent matters during normal business hours contact the office directly at (570) 342-8434 and support staff will try to connect you to your clinician. If you have an emergency and your clinician is unavailable, go to your local ER or call 911.

Appropriate telephone contact, other than for more urgent matters, is to arrange or clarify appointment times or to request other specific information. Telephone conversations will be limited to 5 to 10 minutes. Telephone calls that require longer amounts of time indicate the need for a face-to-face session.

VACATIONS

When your clinician is away, a back-up clinician can be arranged to be available to you in the event that you need help. If a clinician is unavailable and you are in crisis, go to the ER or call 911.

TESTING

In order for you to utilize your insurance benefits for treatment, a diagnosis must be given if you have one. In order to assist us in making a more accurate diagnosis it is our

policy to use psychological assessments whenever applicable. One of the practice psychologist's scores, interprets, and reviews all testing. Your clinician is then given feedback and will review the results with you if applicable.

SCOPE OF PRACTICE

Tiffany Griffiths, Psy.D. & Associates, Inc. is a private group practice. We are able to assess patients with a wide variety of symptoms and intensity of symptoms. However, we are only able to treat individuals with mild to moderate intensity of symptoms in the long-term (occasional increase in intensity of symptoms is expected with some patients). Our expectation is that patient's will make commitment to therapy/treatment and will come to session prepared to do the real work of change. If your care requires frequent urgent attention, if there is a lack of progress in therapy/treatment over time, or if you become non-compliant with the expectations and commitment to therapy/treatment you will be referred to another clinician, agency, or setting. At times a referral will become necessary for other reasons. For example, if your clinician discovers a conflict of interest, if you and your clinician decide you are not the best fit for one another, or if you change insurances and we do not accept your new insurance. You will always be treated with respect and all decisions to make a referral to another clinician, agency, or setting will be with your best interests in mind.

FEEDBACK

The course and success of your therapy/treatment is a joint responsibility between you and your clinician. It is expected that you will communicate any concerns about what is happening in therapy/treatment to your clinician. This is an important part of the therapeutic relationship.

TERMINATION

Termination of therapy/treatment should be mutually agreed upon within a scheduled session. The therapeutic relationship is an important one and therefore usually means a great deal to both clinician and client. In order to maximize the benefits of therapy/treatment, it is in your best interest to terminate therapy/treatment in a planned session.

I, the undersigned, have read about the policies and procedures of Dr. Tiffany Griffiths & Associates, Inc. and I agree to their terms.

Signature_____ Date_____