

FAY M. AZAD, M.D.
Adult & Adolescent Psychiatry
2535 Townsgate Rd., Suite 209
Westlake Village, CA 91361
Telephone (818) 889-8555

OFFICE POLICY

Dear Patient:

This letter is designed to answer questions you may have regarding your psychiatric care. I take great pride in my training, knowledge and capabilities, and I am dedicated to giving you quality health care.

I, Fay M. Azad, M.D., am a medical doctor specializing in the assessment and treatment of psychiatric and emotional problems for adults and adolescents. I graduated from the UCLA-Sepulveda Psychiatric Program in 1987 and have been in practice since that time.

Please review the following information regarding my office policies. Signature on the Application for Treatment form indicates acceptance of these policies.

OFFICE HOURS

Patients are seen by appointment only. My answering machine is available for telephone calls 24 hours a day. I check my messages throughout the day. In case of an emergency, I could be reached on my cell phone. **PLEASE DO NOT CALL MY CELL PHONE UNLESS IT IS URGENT.**

CONFIDENTIALITY

All information between myself and my patients is held strictly confidential unless:

- The patient authorized release of information with his/her signature, or
- The patient presents a physical danger to self, or
- The patient presents a danger to others, or
- Child/elder abuse/neglect is suspected.

In the latter two cases, I am required by law to inform potential victims and legal authorities so that protective measures can be taken.

PRESCRIPTIONS AND REFILLS

Just as I can not treat an illness over the phone, I can not prescribe over the phone. I will make every effort to give you a sufficient medication supply to last until your next visit. Upon your request, if you run out of your medication, I will call your refill into your pharmacy **only once**. In the event of a **late cancellation or missed appointment**, I will call in **only** 1-2 weeks supply of medication.

(over)

CANCELLED/MISSED APPOINTMENTS

A scheduled appointment means the time that is reserved for the patient. I will make every attempt to be on time and prompt. Therefore, if you are late for the appointment, the time will not be extended and you are responsible for the full appointment fee. **If the appointment is missed or cancelled with less than 24 hours notice you will be billed the full fee for the appointment.**

If you are not interested in continuing your care with me, it is your responsibility to notify me immediately. If for any reason you fail to appear for your appointment you will receive two phone calls. If you do not respond within seven days of the second phone call, a letter will be mailed to the address on file informing you of possible termination. If you fail to follow up within one week of date letter was mailed, you will be discharged from my care.

Three no shows and/or late cancellations may result in the termination from my care.

FEES AND PAYMENTS

All fees are due in full at the time of service. The patient is responsible for all medical fees and payments. If you have medical insurance that I am a participating provider for, upon verification of your coverage and policy limits, we will bill your insurance for you as a courtesy. You are responsible for any applicable deductibles, co-payments, co-insurance and all fees not covered by your insurance.

Delinquent accounts are referred to Collections and the patient is responsible for an additional \$50 processing fee.

BILLING

For billing questions, please call (805) 496-8584 during the hours the bookkeeping staff is available or send a note with an explanation of the problem with a phone number where you can be reached.

FORMS/LETTERS

At times you may find it necessary to have special forms or letters completed for insurance or other purposes. A signed release form provided by the patient (or patient's guardian) is necessary. There is a fee for completing forms and letters requested by the patient. Please allow 7-10 working days for these to be processed by my office.

I look forward to a healthy relationship.

Sincerely,

Fay .M. Azad, M.D.