

## OFFICE POLICY

1. **NO EMAIL OR TEXT CANCELLATIONS ACCEPTED**
2. **Office hours** are Sunday 11:00 AM-5 PM, Monday and Wednesday 11:00 AM-10 PM, Tuesday 11:00 AM-8 PM, Friday 11 AM-4 PM. Calls received after 4:00 pm on Friday will not be returned until Dr Allender's earliest convenience on Sunday.
3. **48 HOUR CANCELLATION policy**
4. Sessions start on time. If patient is late the session will still end on time. If Dr Allender is late additional time will be added to the session to allow for the difference.
5. If patients have regularly scheduled sessions & have a need for an **emergency session** Dr Allender will do everything reasonable to accommodate.
6. If patients do not have regularly scheduled appointments due to finances or too busy of a schedule the **emergency request** will need to be during regularly scheduled hours not on Dr Allender's personal schedule.
7. There will be a **\$10 charge for all emails or texts received** by Dr Allender that will be billed to the patient. **Exceptions** are if Dr Allender emails a patient, asks patient to email or any humorous or educational emails. This applies only to active clients. Inactive clients will not be billed.
8. If a billable email/text response takes more than 5 minutes additional fees may be charged for active patients.
9. Patients that are self pay and do not receive the insurance discount will be treated similar to Business Class and not subject to email charges as long as the usage remains reasonable. Dr Allender determines what is reasonable and will give adequate warnings.
10. **Phone calls** over 5 minutes are billable at session rate.
11. Patients who come biweekly must make up any canceled appointment prior to the next regularly scheduled session.
12. Full session payment, not copay or coinsurance for **missed sessions** is due immediately & may affect future scheduling.
13. Dr Allender provides a free service to **file an insurance claim** due to the requirements of patient's insurance carrier. Dr Allender is not responsible for problems or issues patients have with their insurance company delaying payment.
14. If Dr Allender is required to file an **authorization** for patient's insurance company there may be a fee charged.
15. **Simple letter** charge is \$50. Requests will be completed in a two-week period of time.
16. **Behavioral assessments** begin at \$75 & cost is determined by time spent on assessment & will also be completed in a two-week period of time.
17. **Children, including teens that accompany parents or family members to sessions** need to come prepared with things to keep themselves busy during the time the other members are in session.
18. **Young children must be monitored** at all times by parents.
19. Any damage caused by a child while in the reception room or outside is billable to patient.
20. **The doggie door is NOT a child's entrance.** Damage to the doggie door is billable to patient.
21. **Sunday appointments** are considered the golden appointments. More than four cancellations a year for Sundays may result in the loss of having Sunday appointments.
22. **Beverages** brought into office **must have a tight seal** to prevent spillage by the dogs.
23. **No food or drink containers or wrappers** may be thrown in trash cans due to dogs.