



Patient Policies

Payment Policies:

- Payment for services, including insurance copayments, is due at the time of service.
- Providers reserve the right to cancel the appointment for lack of payment at this time.
- Unless arrangements are made for a payment plan, all accounts that are outstanding for more than 90 days will be sent to our collections agency.
- Currently, payment can be made by cash, Visa, Discover, and MasterCard. We do not accept checks. If a check is received and the check is returned for insufficient funds there will be a \$25.00 NSF charge plus the amount of the check.
- General Excise Tax of 4.712% will be added to the allowable charge, depending on your insurance plan.

Appointment Cancellations:

- We are happy to reschedule or cancel appointments with appropriate notice. We request 24 hours before the appointment. In addition to contacting our Patient Service Representative, notice can be left as a voicemail to 808-261-7792.
- If the patient does not appear in person for an appointment, or enters more than 10 minutes late for an appointment, or calls to cancel an appointment within 24 hours of the appointment, this will be considered a cancellation without adequate notice.
- Though we try to give a reminder call a business day or two before the appointment as a courtesy to our patients, this cannot be guaranteed. The patient is always ultimately responsible for making the appointment, whether reminded or not.
- If an appointment is cancelled with at least 24 hours notice, the patient will not be penalized.
- A first-time cancellation without adequate notice will not be penalized.
- A second cancellation without adequate notice will result in a fee of \$50.00.
- Any subsequent cancellation without adequate notice will result in a fee of \$75.00.
- Payment for any of the above fees must be made before a followup appointment can be scheduled.
- Exceptions will be dealt with on a case by case basis and are at the discretion of APT.
- If, because of your insurance company, you cannot legally be charged no show fee (particularly Tricare or Quest patients), you will be discharged from the clinic on your second cancellation with no or less than 24 hours notice.

Emergencies/After Hours:

- Emergency psychiatric care not available through this clinic. In the event of an emergency, call 911.
 - If an issue is non-urgent but not during business hours, call us or leave a message at 808-261-7792 and we will attempt to return your call within a business day.
 - If an issue is urgent but not during business hours, if it can wait until the next business morning, leave a message at 808-261-7792 and we will attempt to answer it the following business day.
 - If an issue is urgent and cannot wait for business hours, please call 911.
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Initials

Miscellaneous:

- Medication refills, as a general policy, are not provided over the phone or email. Exceptions can be made by the provider on a case by case basis (though requests from patients through a pharmacy intermediary will almost uniformly be denied).
- You are expected to actively participate in your own care. You are ultimately responsible for maintaining appropriate follow-up. Consequences from missed, cancelled, or unscheduled appointments (such as those due to non-payment) is your responsibility to correct. For example, undesired and/or abrupt discontinuation of a medication due to a cancellation of an appointment is your responsibility to prevent.
- We reserve the right to discharge you as a patient for repeated un-notified or unexplained missed appointments, or consistently not cooperating with your provider or staff towards improving your health (including misusing or self-adjusting medications without your provider’s knowledge).
- If the provider agrees to complete any required forms needed for outside the clinic, forms longer than 1 page will require 2 weeks to process.
- No provider will provide paperwork supporting emotional support animals.

Patient Name

Patient or Guardian if under 18 years old signature

Date