



Frank Chen, MD PA

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Office Policies

We appreciate the opportunity to work with you. The following information is provided for your benefit so that we might serve you better.

OFFICE VISITS - All office/outpatient visits or fees, are payable at the time of service. We accept cash, MasterCard, VISA, American Express, and Discover. (NO CHECKS.)

CHILDREN - For the comfort of our patients, children under the age of 10 are not allowed in the office. If children of any age are disruptive, you will be asked to reschedule your appointment.

FEMALE PATIENTS – If taking medications, I agree to notify my provider if I am planning to become pregnant or I become pregnant so that I may discuss the risks/benefits of medication.

ALCOHOL/DRUGS/HERBAL SUPPLEMENTS – It is recommended not to use alcohol/drugs or herbal supplements in combination with prescription psychiatric medication and I agree to notify my provider of any usage.

MEDICATION REFILLS - Medication is prescribed to last until your next appointment. If you required medication refills you will need to be seen in office. We reserve the right to deny medication refill when appointments are not kept.

MEDICATION CHECKS – Medication checks are scheduled for 15 minutes. Please be prompt for your appointment. IF you are over 15 minutes late your appointment will have to be rescheduled.

ADDITIONAL CHARGES - We charge for the completion of paperwork, letters, forms, etc. Fees will be determined by your provider. Fees are due at the time forms are completed.

MANAGED CARE PLANS – In agreement with our managed care plans, all co-payments or fees must be paid at time of service. It is your responsibility to be aware of your coverage plan. Any denied coverage of visit amounts would be due immediately.

CANCELLATIONS – I agree to cancel my appointment 24 HOURS BEFORE MY APPOINTMENT TIME. Failure to cancel prior to appointment time can result in a \$50.00 no show fee. Multiple no shows or less than 24 hr. cancellation will not be scheduled and will be referred to another psychiatrist office.

AFTER HOUR SERVICES – There is a 24-hr. paging system for emergency situations. This is for emergency situations only (no medication refills will be given). There is a \$50.00 charge for non-emergent after hour calls.

EMERGENCY SERVICES – I agree to contact my provider or 911 if I feel suicidal or violent in order to follow steps to protect the safety of others and myself.

BILLING INQUIRY- Billing questions, hospital charges and past due balances are handled by our billing department at (281) 466-1891 or through our website at www.houstonadultpsychiatry.com

LABORATORY/ DIAGNOSTIC TESTING –This office is not responsible for obtaining authorization for these tests. Please contact your insurance company for a listing of preferred providers.

INSURANCE INFORMATION – I am aware that I need to notify any changes in my insurance to HAP staff at least 24/48 hrs. before my appointment. Submit new info by fax, calling our office or by our website. New insurance without verification will result in a co-pay of the allowable amount designated by your insurance company.