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PRACTICE POLICY

Appointment and Cancellation Policy:

Your appointment time is reserved only for you. We do not double book appointments; therefore, it is very important to arrive on time to your appointment. It is important that we stay on time for scheduled appointments, as no one enjoys sitting in the waiting room past their appointment time to be seen. ***Therefore, if you arrive more than 10 minutes late, for a standard 30 to 45 minute appointment you may be asked to reschedule; any courtesy 15 minute appointments will require rescheduling if the patient is late as the doctor or nurse practitioner require the entire 15 minute appointment to continue the management of your mental health care needs, and be subject to a missed appointment fee.*** If the doctor agrees to see you, keep in mind that your time with the doctor or counselor may be cut short, in order to stay on schedule for others who arrive on time for their appointments.

If you fail to keep your initial evaluation appointment without a 48-hour prior cancellation notice, your credit card will be billed \$150.00. If you fail to keep a regular medication management appointment without a 48-hour prior cancellation, you will be charged \$75.00. These fees must be paid in order to schedule another appointment with the doctor.

Prescription Policy:

All prescription refills require 48 hours notice and a consult with the physician within the past 90 days. We prefer to receive prescription refill requests by fax from your pharmacy. If you need a prescription refill, please first call the pharmacy and request they *FAX* us a refill request to 407-704-1501.

Please review our Medication Policy for more detailed information.

Completion of Forms \ Requests for Letters:

All requests for form completion (disability, school, employment, etc.) or letters require an appointment with the doctor in order to discuss the reason for the request. **No FMLA/disability forms will be completed until established patient of at least 6 months or longer.** If eligible for form completion, we require five to ten working days to complete. You will be contacted by phone when the forms are ready to be picked up, faxed or mailed. You must sign an authorization for release of information before the forms can be picked up by you or faxed/mailed anywhere. Thus the release should be completed and signed at time the request is made.

There is a minimum charge of \$50 for completion of any forms or letters. Forms/letters that are long or complicated *may be charged at a higher rate.* You will be notified of any fee prior to the completion of these forms/letters. Payment is due before any forms/letters will be released.

After Hours \ Urgent Matters \ Emergencies:

If you experience an emergency please call 911 as we ***are not*** an Urgent Care Facility or contact one of the resources listed below.

Resources:

- Central Florida Behavioral Health Hospital – 407-370-0111
- La Amistad Behavioral Health Services – 407-647-0660
- Florida Crisis Hotline – 800-273-8255
- Your Life Your Voice – Free counseling for kids & teens needing help with daily problems – 800-448-3000

If you have any questions please ask us. If you have suggestions or complaints, please tell us. We want you to be a well-informed and satisfied patient. Thank you for placing your trust in our practice.