

Clinical/Admin Procedures & Policy

Initial evaluation can take 1 – 3 visits. We try to complete evaluation within 30 days. We request that you bring all records pertaining to your care within this period. This may include past records, teacher's reports & any psychological testing (especially for children).

Your evaluation sessions are 45 minutes in duration.

Follow-up sessions or med checks are 10-30 minutes as per clinician's judgment.

Most children are seen on a monthly basis.

All patients needing med Rx have to be seen at the most three months apart. No exceptions here. If you're unable to do that we would request that you find another provider.

Please avoid phone consults. We request you to setup appointment for clinical questions.

Email is only for admin matters including appointments, documentation, billing, etc. We don't provide clinical consult using email.

We reserve the right to cancel your appointment if you're unable to pay any outstanding balance of \$50 or more.

We require every patient be seen at a minimum every 90 day.

Emergency Psychiatric Care is available 24 hours a day. Emergency calls are attended by a clinician/staff at all times. During office hours Mon – Thurs [8:30 AM – 7:30 PM]/Fri [8:30 AM – 4:00 PM], call front desk at extension 0 for all clinical/non-clinical emergencies.

During non-working hours, use extension 3 for psychiatric emergencies.

Confidentiality & Privacy Policy

All information you share is treated with great care for privacy as it is your legal right. You must sign "release-of-records" form before we release this information. For children under 18, parents or legal guardians are given information they seek. In rare cases confidentiality cannot be protected such as court ordered evaluation, court ordered release, serious threat to yourself or others, child abuse or neglect, or you initiating legal action against the therapist.

No Show / Late Cancellation Policy

Your appointment is the time that your clinician has booked for you. In the event you are 10 minutes late, you would need to reschedule for the next available date.

There is a charge of \$35 for missed appointment. It's clinician's judgment to discharge you in case of missed appointment. Less than one business day for cancellation is considered late cancellation. There is a charge of \$25 for late cancellation.

Rx Refill Policy

Rx refill requests should be made through prescription line – option 5 or extension 105. Please leave all details for efficient service.

We need three business days' notice for Rx refill. Please check with your pharmacy after 7:00 PM on the third business day. You'll not get a call back with the status.

There is a charge of \$10 for mailing prescription payable at your next appointment.

Patients that are on prescribed controlled medications, agree to comply to random drug screenings – completed within 5-7days of Rx – as a part of complete treatment recommendations.

We do not perform any court evaluations.

Patient/Gaurdian NAME: _____

Patient/Guardian Signature: _____ Date: _____

www.HarmoniousMind.com

Tel: Wilmington (302) 633 6001

Fax: (302) 295 6289

Email: Support@HarmoniousMind.com

Phone Directory

SERVICE	EXT	
Directions	107	<i>We encourage you to use email for admin related matters including appointments, billing, and document requests.</i>
Directory	109	
Existing Pt Appointments	104	
Front Desk	100	
New Pt Registration	102	
Prescriptions	105	

Late Cancellations / Missed Appointments are subject to service fee.

Make every effort to be on-time for your appointment to serve you all in timely manner.

You must pay any outstanding balance before your next appointment.

Thank you for your cooperation.

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We appreciate your business.