

# Practice Policies for 4KidHelp and Adults

Version 1.0

## Services

We see persons of all ages, from age 3 to senior citizens for:

- Diagnostic assessment
- Medication management
- Therapy (brief and ongoing)
- Second opinions
- Parent guidance

## Location

4368 Dressler Rd NW, Suite 103  
Canton, OH 44718

## Business Hours

Monday through Thursday 9:00 AM to 5:00 PM.  
Appointments at other times are made by special arrangement.

## Communication

Our preferred way of communicating is with a [secure text messaging system](#) to 3304331300 from your phone. Messages are only answered during business hours.

As an alternative, you can call us at 330-433-1300. We will respond to messages during business hours. Please be aware that we serve 1000 patients and we may be on another line when you call. **PLEASE LEAVE A MESSAGE IF YOU CALL.** We have no way of knowing you tried to reach us without a message. Messages left outside these hours will be responded to the next business day.

Secure Text: (330) 433-1300  
Phone: (330) 433-1300  
Fax: (330) 494-0828  
eMail: [info@4KidHelp.com](mailto:info@4KidHelp.com)

The system follows HIPAA privacy laws. You can reach us by texting the practice number: 330-433-1300. You can use this for the following purposes:

- Contact your clinician. Just type in their name and then type the message.
- Do routine tasks:
  - o Make an appointment: Type "appointment" and follow the prompts.
  - o Cancel an appointment: Type "cancel" and follow the prompts
  - o Refill medication(s): Type "refill" and follow the prompts.
  - o Ask the nurse a question: Type "nurse" and follow the prompts.
  - o Ask a question about billing: Type "bill" and follow the prompts.

This system is meant for routine messaging, not for emergencies. For emergencies call 911 or go to your local emergency department.

## **Emergencies & After-hours Phone Calls**

If there is a life-threatening emergency or medical issue dial 911 or go to your local hospital emergency department. If there is an urgent question about medication outside of normal business hours which cannot wait until the next business day, you can be connected with a medical provider by dialing our office at 330-433-1300 and press "9". If you don't reach someone immediately, please proceed to the nearest hospital emergency department. Please note this system is not to be used for medication refills; all refills need to be called in during regular business hours.

## **Processing Time**

Please make sure you give us adequate notice to process requests which are shown below:

- Refills: 2 business days
- Prior authorizations, forms, and letters: 1 week

Note there is a charge for these requests. Please refer to the Financial Service Agreement for details. We appreciate you realizing that though your request may be urgent, we are treating hundreds of families whose requests are also urgent.

## **Waiting**

We understand that waiting is very difficult. However, we take pride in tailoring each visit to the needs of each patient. For this reason, appointments are sometimes delayed. We try to avoid making people wait, but please plan your visit so that you can wait up to 30 minutes if necessary. If a longer wait is required, you can either wait or reschedule. Also, you may call the office shortly before your appointment time to see if we are running late.

## **Cancellations & Missed Appointments**

For new appointments only: because there are so many people waiting for help, if you do not show up for a new appointment or cancel the appointment without appropriate notice, unfortunately you cannot reschedule. We have many families waiting for service.

1. Cancellations: If you must cancel an appointment, please give enough notice. Please don't cancel the night before a visit. We regret that if you do not give us sufficient notice, we will be unable to arrange for another patient in need to come at that time and we will charge you personally for the visit regardless of your insurance. Also, because the practice is quite busy, the next open appointment time may not be available until several weeks away:
  - i. Existing Patients: At least 24 hours (one business day) for a follow-up appointment
  - ii. New Patients: At least 72 hours (three business days) for an initial appointment.A "business day" is a day we are open – Monday, Tuesday, Wednesday, and Thursday. The office is closed on Fridays. E.g. a follow-up appointment on Monday must be canceled on the previous Thursday to avoid a late cancellation fee. A new appointment must be canceled by the previous Tuesday to avoid a late cancellation charge.
2. Missed Appointment: A missed appointment is one in which the patient doesn't show up and has not notified 4KidHelp with enough notice that they are canceling the appointment.
3. Arriving late: If a patient shows up late to the appointment the patient may be charged. Showing up late is defined as follows:
  - i. For a 15-minute appointment: 8 or more minutes
  - ii. For a 30-minute appointment: 15 or more minutes

- iii. For an appointment longer than 30 minutes: 20 or more minutes

### **Payment**

Your financial obligation at 4KidHelp and Adults is detailed in our Financial Services Agreement. We require all patients seen here to have either a credit card, debit card or electronic check on record for all charges not covered by insurance. For direct payment, we accept cash, checks, and credit cards (Discover, MasterCard, VISA). All plans are “plan specific” and pay differently. It is the patients' responsibility to know their plan benefits. As a courtesy, we will submit charges to insurance companies on whose panels we participate. You can find that list of insurance companies at [www.4KidHelp.com](http://www.4KidHelp.com) under the link to “fees & insurance”. If your insurance is not on that list, you are responsible for full payment at the time of service. We can provide you a receipt which you may use to seek reimbursement from your insurance company, depending on plan benefits. We suggest that before your first visit you call your insurance company to find out what is your benefit and co-pay for mental health services at our agency. (Note: this type of co-pay is usually not printed on your insurance card.) Please be clear about your financial responsibility beforehand so you are not surprised.

### **Extra charges**

Unfortunately, insurance companies do not reimburse providers for time spent with you on the phone, collaborating with other caregivers, doing paperwork, or attending outside meetings. We must unfortunately charge you directly for any work performed outside of your child's face-to-face session. Please see the Financial Services Agreement for a list of these charges.

### **Continuity of Care**

We believe the trust between a patient and a provider is the basis for a helping relationship. Thus, our goal is to have the same provider work with a family. If you are having difficulties with your provider, want a consult from Dr. Reynolds or want to make a switch in providers, please let us know.

### **Medical Records**

We will also send a copy of any information you authorize through a Release of Information to another Provider or a governmental agency. You are legally entitled to one free copy of your medical records. If you request a copy of your records beyond that (including to an attorney) you will be charged a fee as explained in the Financial Services Agreement.