

Welcome to Evansville Psychiatric Associates

- ★ Please read the “Consent to Treat” that you signed on arrival. If you need another copy, please ask one of the receptionists to provide one for you.
- ★ Arrive early for your appointment. Make sure you check in before you sit down.
- ★ If you are late for your appointment you will most likely be rescheduled.
- ★ Request refills at your appointment. In between appointments, call your pharmacy first for refills.
- ★ Scheduled or Controlled medications need to be requested in advance. As many of these medications require multiple checks and balances and must be written out or printed and signed individually.
- ★ Provide us with your email and use the Patient Portal for questions. Questions received through the Portal this will be answered quicker and leave less room for error. Your email will not be shared with other entities nor will you receive spam from us.
- ★ If you find that you will not be able to attend a scheduled appointment, call us as soon as possible. Cancellations are required 24 hours prior to your appointment or a Late Cancellation fee will be added to your account.
2 missed appointments within a 6-month period can result in termination without further warning.

★ Copayments are due at the time of your service. 2 unpaid copayments can result in termination of services. If you find that you will be unable to pay your balance in full, make arrangements with the business office.

★ Occasionally your doctor might run late – for multiple reasons that they are not really at liberty to explain to you. They are in the business of dealing with real people with sometimes very messy problems. There is no intent of disrespect to you, in fact what you may be experiencing are the doctor’s very real concerns about a fellow patient’s problems and you will also be treated to total attention and focus on your problem.

The reception desk can only give you an idea of how many minutes late the doctor is – they do not have a crystal ball and to interrupt the doctor will only cause more delay.

In these rare instances: If you have waited through your appointment time and can no longer wait, it is permissible to reschedule without penalty. We strongly encourage you to try and work with and see your doctor though, for your own best care. Please bring a book, smart phone, yarn craft or puzzle to pass your time. You can also use those few minutes to make sure you know what you want to say to your doctor so there is no end of the appointment “oh by the way...”

★ Each clinician controls their schedule and work flow. For example: Some providers will not fill out any forms. Others will fill out certain types of forms, but we ask that you fill out the portions that you can complete easily such as name, address, phone, etc. Forms may have a charge. Some providers will ask you to schedule an appointment to complete a form.

★ If your doctor writes a new medication for you and your pharmacy tells you it needs a Prior Authorization:

A Prior Authorization differs with each insurance company and type of medication but all will require work by one of the nurses over computer and phone to try and get your insurance company to pay for your medication. It may also require your doctor to arrange an appointment and speak with a doctor at your insurance company. We complete PAs on the day we receive them, but your insurance company may take 30 minutes to answer...or they may take a week. Most answer within 72 hours.