

Greatland Clinical Associates

Dr. Sarah McCutcheon's Appointment Attendance Policy

Patient: _____

Appointments are a valuable resource, and keeping regular appointments is very important to your treatment process. This policy outlines expectations that Dr. McCutcheon has regarding your appointment attendance. These expectations are in addition to the other Greatland Clinical Associates Consents and Policies you have signed. Please read and initial each section and then sign the bottom.

When circumstances require you to cancel or reschedule your appointment, cancellations must occur through phone notification to Greatland Clinical Associates reception staff (907-929-4009). It is acceptable to leave a voice message. Appointments must be cancelled by 1 PM AKT of the preceding business day. For example, Monday appointments must be cancelled by 1 PM AKT of the preceding Friday.

Appointments are reserved for you. When our office has advanced notice of a cancellation, the appointment can be filled by another patient who needs it. For this reason, it is important to cancel your appointment by 1 PM AKT of the prior business day. If you cancel after this or "no show" for your appointment, you will be charged \$150.00. This charge is not reimbursable by a third party payer, such as healthcare insurance company.

Exceptions for "no shows" are made for illness or circumstances which are unavoidable emergencies. In this case, contact clinic reception staff as soon as you are able to reschedule your appointment and to provide an explanation for why you missed your appointment. Dr. McCutcheon will take this information under consideration when she determines if a "no-show" fee is appropriate. If such circumstances require Dr. McCutcheon to cancel an appointment, she will rely on reception staff to communicate this to you and to facilitate appointment rescheduling.

As a courtesy, our clinic offers appointment reminders. To explore and/or register for available options, please contact the reception staff.

Dr. McCutcheon values punctuality. She requests that you contact the front desk if you are running more than 5 minutes late for an appointment. You will be given as much notice as possible if she is running more than 5 minutes late. If you do not show for your appointment by 15 minutes after the start time of your appointment, you will be considered a "no-show."

Dr. McCutcheon's primary form of communication is with you during appointments. That said, she recognizes you may have an occasion to contact her between an appointment, and in this situation, she relies on reception staff to communicate your message and facilitate coordination of your needs. Given that reception staff are not clinicians, their role is to facilitate communication between you and Dr. McCutcheon.

With this in mind, it is critical that you are prepared to provide a detailed explanation of your needs and your desired outcome (e.g. pass this FYI message onto Dr. McCutcheon so we can discuss next visit; request a phone call back about potential side-effects).

For matters requiring a return phone call from Dr. McCutcheon, you may expect her to call within 48 hours of daytime clinic hours, which are posted on our website. To maximize chances that you and she connect, please notify front desk staff how best to reach you, as well as which day(s) and time(s) you expect to be reachable.

If you have clinical needs while Dr. McCutcheon is on leave, reception staff will facilitate coordinating your needs. As above, advocate for yourself by providing a detailed explanation of your needs and desired outcome.

If Dr. McCutcheon's professional services are requested outside of a scheduled appointment, time spent on the service will be billed directly to you. Dr. McCutcheon charges \$150.00/hour for such services, which may include report writing; telephone calls lasting longer than 10 minutes; or the preparation of records and/or treatment summaries. She will break down the cost for time spent on such services.

The above expectations also apply to Tele-Behavioral Health services (TBH). To maximize your therapeutic time with Dr. McCutcheon, she recommends you sign into scheduled TBH appointments 15 minutes early and to contact the front desk as soon as possible if you encounter a technical issue.

If you have questions or concerns about this policy, Dr. McCutcheon welcomes you to discuss them with her during an appointment. Dr. McCutcheon strongly encourages you to ask for a copy of this form so that you can reference it as needed.

My signature below demonstrates that I have read, understand, and agree to abide by the terms of this agreement for the duration of my care with Dr. McCutcheon.

Patient Signature

Please Print Name

Date