



MedStar Georgetown University Hospital

Welcome to the Department of Psychiatry at Georgetown University Hospital. I hope that the time you spend with us is both pleasant and productive. I would like to take this opportunity to inform you of several departmental policies.

PAYMENT

MANAGED CARE PATIENTS (OUT OF NETWORK INSURANCE) are expected to pay in full at the time of service and file their own insurance claims. We will be happy to complete any insurance forms that may be needed, but patients are responsible for their own accounts.

MANAGED CARE PATIENTS (IN NETWORK INSURANCE) are expected to make the co-payment required by their plan at the time of service. We will attempt to verify insurance benefits and inform patients of their financial responsibility, but please remember that any information we provide is our best estimate of the patient’s responsibility. Patients are expected to pay any difference between our estimate and the actual coinsurance.

CANCELLATION AND MISSED APPOINTMENTS

Twenty-four (24) hour notice of cancellation is required. Otherwise, patients will be billed for the appointment. The missed appointment fee will be equivalent to the charge for the missed service. This policy applies to all patients, including those with Medicare and/or managed care coverage. Please note, insurance does not cover the charge for missed appointments.

NO-SHOW policy - in the event of 3 missed visits, without 24 hours notice of cancellation, you may be asked to leave the practice. We have created these policies to accommodate the needs of our patients. Last minute cancellations or no shows prevent us from seeing patients in need of our services.

SAME DAY APPOINTMENTS

Medicare and some managed care companies will not provide benefits for two separate services provided in the same department on the same date of service (i.e., therapy and medication management). To ensure that Medicare and/or your managed care company provide benefits for both visits, please schedule your visits on separate dates. If you prefer to schedule multiple visits on the same day, you will be financially responsible for any services that are denied by Medicare and/or your managed care company.

Please notify us immediately of any changes in your address or insurance coverage by calling our reception desk at (202) 944-5400.

Please sign and date this form indicating that you have read and understand these departmental policies. Thank you for choosing the Department of Psychiatry at Georgetown University Hospital for your health care needs.

Sincerely,

Mayada Akil, MD
Director, Outpatient Programs
Department of Psychiatry

Patient Signature Date

Patient Name (please print)

MedStar Health

2115 Wisconsin Avenue NW, Suite 200 Washington, DC 20007

phone: 202 944 5400 • fax: 202 944 5402