



STEVEN R. FARMILANT, PSY.D.

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CLINICAL AND FORENSIC PSYCHOLOGY

333 NORTH MICHIGAN AVE.  
SUITE 614 CHICAGO, IL 60601

## OFFICE POLICIES

Welcome to our practice. This document contains important information about our policies and procedures. Please read it carefully, and we will be happy to discuss any questions you may have about these policies.

### PROFESSIONAL FEES

Our hourly fee will be discussed privately with you. In addition to weekly appointments, we charge for other professional services you may need, such as report writing, telephone conversations lasting longer than 5 minutes, attendance at meetings with other professionals that you have authorized, preparation of records or treatment summaries, and time spent performing any other service you may request. We would appreciate it if payment is received either at the beginning or end of each session, or according to a mutually agreed upon schedule. Either way, your account is expected to be paid in full at the end of each month.

### CANCELLATION POLICY

Once an appointment is scheduled, we would appreciate a 24-hour notice if you need to cancel. Appointments cancelled later than 24 hours prior a scheduled appointment will be billed at the normal rate. If you fail to show up for a scheduled appointment, you will be billed at the normal rate. Illnesses or other emergencies qualify as an exception to this policy.

### INSURANCE REIMBURSEMENT

Most health insurance policies will cover some portion of mental health treatment. We will be happy to help you understand questions you have regarding your policy. We do not submit bills to insurance companies if we are not on their panel. In these cases, the client is responsible for payment of fees. Therefore, it is important that you find out exactly what mental health services your insurance policy covers.

### CONTACTING US

We are often not immediately available by telephone. Although we are usually in our offices on a daily basis, we will not answer the phones when with a patient. When we are unavailable, our phones are answered by a voice mail system that we monitor frequently. We will make every effort to return your call on the same day you make it, if not within a few hours. If you are in an emergency or life threatening situation, you should call your family physician, the nearest emergency room, or 911 immediately. Please use your best judgment in deciding which option is most appropriate given your specific situation.

### THANK YOU

Thank you for choosing our practice, and we look forward to a continuing relationship with you and your family. Again, please do not hesitate to ask any questions about these policies and procedures.

### AGREEMENT

I have read and understood the policies set forth in this agreement, and I agree to abide the terms throughout my relationship with the office of Dr. Steven Farmilant.

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Patient/Parent of Child under the age of 18 / Date

Steven R. Farmilant, Psy.D. / Date