

OFFICE POLICY NOTICE

Early Interventions, L.L.C.

Mission Statement: Early Interventions *strives to provide family oriented quality outpatient Psychiatric care to children and adolescents in a friendly and professional environment.*

Amanda Cervantes, M.D. is board certified in Adult Psychiatry and Child and Adolescent Psychiatry by the American Board of Psychiatry and Neurology. Dr. Cervantes graduated from the University of Nebraska College Of Medicine in Omaha, Nebraska. She received her training in General Psychiatry and Child and Adolescent Psychiatry at the Creighton/University of Nebraska Medical Center Department of Psychiatry.

Physicians that complete a fellowship in Child and Adolescent Psychiatry have specialized training in evaluating and treating emotional, behavioral and academic issues in children and adolescents. As physicians, they can prescribe medication and order diagnostic testing to evaluate medical disorders that may result in such issues. Therapy is almost always used in the treatment of many psychiatric conditions. Play therapy is often utilized in both the evaluation and treatment of children and adolescents. Child and Adolescent psychiatrists provide a comprehensive evaluation and treatment plan that considers medical, social and emotional aspects of a patient's life.

Appointments need to be scheduled in advance. The office is closed on Fridays, weekends and major holidays. The office may close or switch to Telemedicine in the event of inclement weather. Established patients are expected to follow up on a regular basis as scheduled. Three months is typically the longest time allowed between appointments. Appointment reminders by Autoremind (a HIPAA regulated company) are made as a courtesy and require current contact information. Twenty-four hours' notice is required if you need to change your appointment. A **\$100.00** fee will be charged for missed appointments.

Patients are responsible for all bills. Dr. Cervantes is IN NETWORK with some BlueCross BlueShield plans and some plans managed by Midlands Choice. Dr. Cervantes is NOT a Medicaid provider. It is a patient's responsibility to determine if their insurance covers services. As a courtesy, Early Interventions will submit claims to IN NETWORK insurance companies only. Patients who choose not to use their medical benefits or have no insurance will be considered Self-Pay and payment is expected in full at the time of the office visit. Co-payments are due at the time of the office visit. If a statement is sent for copayment a processing fee may be applied. Any account that has an outstanding balance will receive a statement. Full payment is due by the end of the month the statement was received. A late fee of \$10.00 will apply if payment is not credited to the account. Any accounts with long standing balances may be sent to a collection agency. Cash, check and credit cards are accepted forms of payment. A \$30.00 fee will be charged for all returned checks.

Forms and letters are completed upon request and an appropriate charge will be based on complexity. Any items mailed may be charged a fee. Extended phone calls may be charged a fee.

Messages may be left on the confidential voice messaging system. Routine messages will be answered regularly. Urgent messages are directed to a different number and will be answered promptly. Emergency situations require you to call 911 or go to the nearest emergency department.

Medication refills are authorized during business hours. Call your pharmacy to request refills. Five (5) days notice is required to fill medications. Appointments may be required before refilling some medications. Please schedule these appointments in advance. Careful planning will prevent the need for emergency refills.

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