

PATIENT RIGHTS AND RESPONSIBILITIES

Patient Relations

All patients have the right to be treated in a courteous, considerate, and dignified manner.

Confidentiality

Privacy and confidentiality are of the utmost importance to the clinical relationship. Please feel free to discuss the legal limitations of confidentiality with your clinician. Managed care plans are legally required to carry out quality assurance practices, and, under some managed care plans, will provide your primary care physician with information related to your case.

Should The Hauser Clinic or any of its constituents be subpoenaed, we will normally provide the requested information, whether or not the information is favorable to the undersigned. In the event of subpoena or attorney's request, it is fully understood that The Hauser Clinic may bill the patient for reports, court appearances, travel, or any cost not reimbursed by insurance companies.

Financial

Patients are responsible for the payment of all applicable fees or copays at the time of visit. If you are a parent or guardian of a minor, all costs not covered by your insurance company will be your responsibility. If you exhaust your benefit, you may make private arrangements with your clinician to continue care or ask to make alternate arrangement.

Appointments

Specific hours for appointments vary by provider, but generally are during normal business hours. In the event that you must cancel an appointment, please call your clinician's secretary at least 24 hours in advance. Failure to give 24 hours notice will result in your being billed for the appointment.

Authorization for Services - Managed Care Plans

If you are covered under a managed care plan, the managed care company must pre-approve all mental health and chemical dependency services. Non-compliance could lead to denial of benefits. Outpatient and inpatient services must be provided by approved clinicians, facilities, and hospitals.

Exclusions

Some insurance plans do not cover involuntary or court-ordered treatment. Psychological testing may or may not be covered under our insurance plans. Services generally not covered include: 1.) Psychological/educational testing for children requested by or for a school system to assist a child in his or her emotional or academic development; 2.) Any psychological services required for the purpose of fulfilling a legal evaluation. Such testing or therapy includes, but is not limited to, evaluations in criminal, domestic, and custody situations, as well as situations involving psychological injury where there is litigation; 3.) Developmental disabilities; 4.) Career or vocational testing; and 5.) Testing as required by law to fulfill certain job requirements, such as those for police or security guards.

Testing or therapy not covered by insurance can be arranged for privately. Please consult your clinician.