

Carol Clifton Ph.D.

POLICY STATEMENT

APPOINTMENTS:

1. Cancellation and/or No-Show appointments: Your regular fee will be charged for failed appointments, or for those canceled less than 24-hours in advance.
2. In the case of illness, cancellation must be made by 8:30 A.M. the day of the appointment to avoid being charged. A message can be left at the office number (503) 855-3051 24 hours a day.
3. If appointments are canceled or missed, re-contact the office for the next appointment.
4. For your information, insurance companies will not pay for no-show charges.

Emergencies

1. Dr. Clifton does not have a 24 hour answering service for clients. Messages can be left on her machine at the office number. There may be a delay in her ability to immediately respond to your call. If you need immediate support and don't immediately hear from Dr. Clifton call Multnomah County Crisis Line at (503) 988-4888 this phone number is also on our answering machine for your convenience. Or you can go to the emergency room of any hospital.

Fees

1. The payment of fees is required at the time of services. Please make checks payable to: Carol Clifton Ph.D.
2. If the fees are a problem, a fee payment plan can be worked out at your first visit.

Insurance

1. Insured clients are expected to take care of their fees as services are rendered. Even though an insurance claim is filed, you will receive a statement each month if your account has a balance due. This office cannot accept responsibility for collecting your insurance claim or for negotiating a settlement on disputed claim. You are responsible for payment of your account.
2. Insurance companies are billed once a month.
3. The office will automatically bill your insurance company for services if you have provided the insurance information and signed the statement authorizing billing.

Billing

1. Accounts that are not paid in full at the time of appointment will be billed monthly.
2. Accounts that must be carried with an unpaid balance longer than 30 days may have assessed a \$2.00 rebill fee each time that a monthly statement is sent out. This is to cover postage and handling.
3. Accounts carried 60 days without payments will be charged 1.5% interest on the unpaid balance per month, 18% per year.
4. If a client fails to be responsible for the fee, and it is necessary to place the delinquent account in the hands of a collection agency and/or attorney, the client agrees to pay all collection charges and expenses and reasonable attorney fees and court costs as fixed by the court. NOTE: If the account is turned over to a collection agency it may affect your credit rating...and the compromise confidentiality of your client status. Although no personal information will be released except what is necessary for collecting fees.

After reading these policies, please sign the intake form. By signing the form you show that you understand these policies. This sheet is for your information.