

Xenia Protopopescu MD PhD

NYU BHP / One Park Ave 8th floor / New York, NY 10016 / tel 646-363-6590

OFFICE POLICY STATEMENT

Appointments and Cancellations

- Full session fee is charged for missed appointments unless 48 hours notice is given.
- Sessions cannot be extended for late arrivals. The cost of time associated with lateness (difference between charge for intended longer session and charge for actual shorter session) is charged and is not submittable to insurance.
- Patients must be seen a minimum of every three months.

Fees and Payments

- All fees are due and payable upon completion of visit, unless prior financial arrangements have been made. Any collection, legal fees, or costs necessary to collect unpaid balances will be the client's responsibility.
- Payment can be made by credit card (Visa, Mastercard), check, zelle or cash. Credit card details will be held for each client in the event of additional fees incurred such as missed sessions or late payments. Check or Zelle are the preferred methods of payment.
- Crisis interventions (such as extended telephone sessions) will be pro-rated at the agreed hourly rate.

Medical Insurance

- The office does not directly deal with insurance carriers. A statement can be provided to you as needed. Submit claim forms as soon as possible to your carrier and keep a copy.

Telephone and Email Access

- In an emergency, please leave a message at 646-363-6590. Due to the nature of an outpatient practice, it may not be possible to respond immediately. If a situation requires an immediate response, please call 911 or go to the nearest hospital emergency room.
- Email is only to be used for initiating contact, sending blank forms, or communicating logistic information. Clinical information and advice will not be sent by email.

I have read and agree to the above office policies:

Signature: _____ Date: _____

Printed Name: _____ DOB: _____

Relationship to Patient: _____ (self, parent, legal guardian)