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**The Rajan Center for Family Wellness LLC**

**Policies and Procedures**

Thank you for the opportunity to share in your treatment. Please take a few moments to read the following policies and procedures.

Generally, the amount of medication prescribed during your visit will be enough to carry you through until the next recommended appointment interval. However, if refill is needed before your next appointment, please allow 48hours notice for it to be called in to your pharmacy. ***When leaving a message for a refill, please remember to leave the phone number of the pharmacy where you would like the prescription filled.*** Please note that certain medications such as Adderall, Ritalin, Concerta, etc cannot be called in to a pharmacy because they are Schedule II controlled substances. There are also situations in which, due to clinical concerns, a refill request will not be honored unless the patient is seen first by Dr. Rajan, which may not be possible on very short notice.

Please feel free to call between appointments with any questions or concerns that arise. Messages are checked daily, 7 days per week. If you do not hear back within a reasonable amount of time, please call back, as some voicemail messages may have not been recorded properly.

It is important to note that the services provided to you by Dr Rajan are **not** in-network for any insurance plans. If you are uncertain what that means, please feel free to ask for clarification.

Please note that the office uses email for administrative issues only. We do not use email for any clinical concerns or questions that arise. Also, if you need to cancel or reschedule an appointment, please both email and leave a voicemail message.

**If you are experiencing a** **psychiatric emergency that cannot await a return phone call, please go to the nearest emergency room for an emergent psychiatric evaluation, or in extreme cases, dial 911.**

Please be advised that when a prescription for lab work is written or when a receipt for payment is given, a psychiatric diagnostic code will be utilized to note the condition being treated. When a treatment plan is completed, or when a claim is made to your insurance company by you (or by lab providers), this diagnosis may be reported to certain medical information data banks. Often times, you may be referred to another specialist for other types of treatment and evaluation if medically warranted.

Thank you for taking the time to read these policies and procedures. If you need help in clarifying any of the above, please feel free to ask.

**Please sign below if you understand and agree with the Policies and Procedures above.**

Signature of responsible party Date

Printed name of responsible party