

# Landmark Center for Behavioral Health

## Frequently asked questions:

### **Q: What if I have an emergency between appointments?**

**A:** In a true, life threatening emergency please call 911 or go to your nearest emergency room. If your matter is urgent but does not require immediate assistance please call 203-265-4600, press 7, and follow the system prompts. Please call back if you have not received a return call within one hour.

### **Q: What if I need to reschedule an appointment?**

**A:** Please call 203-265-4600 at least one business day in advance. Failure to do so will result in a \$75.00 fee for a late-cancel or missed appointment.

### **Q: How long are my follow-up appointments?**

**A:** Routine follow-up appointments are approximately 15 minutes. Should you require an extended visit please notify the office in advance so we can accommodate your needs.

### **Q: What are your financial policies?**

**A:** Copayments and deductible amounts are expected to be paid in full at every appointment. Unless payment is made either in person or by telephone within 24 hours of the appointment, a \$10.00 service fee will be added to your account. No further appointments will be made until all balances are paid in full.

### **Q: What if I run out of medication between appointments?**

**A:** Call your pharmacy, speak to a live person, and ask if your medication is on file or in the bin. If not please call 203-265-4600. For your safety, this office does not respond to fax or electronic communication from pharmacies.

**Q: What should I bring to my next appointment?**

**A:** Always bring your insurance card, picture identification, and some form of payment. In addition tell us about any changes in insurance, address, or telephone numbers. Patients must be familiar with their own insurance benefits before services are rendered.

**Q: Does my child have to attend every appointment?**

**A:** Yes, unless clearly specified during your previous visit, your child is expected to attend every appointment. In addition to clinical observation and examination during the appointment, it is important to include your child in the treatment planning process. Even children with cognitive or developmental disorders benefit from the ongoing relationship with the doctor or clinician.

**Q: Who can bring my minor child to the appointment?**

**A:** Only a parent or legal guardian can make medical decisions and give informed consent for a minor under the age of 16. Therefore grandparents, step-parents, older siblings, friends, neighbors, or other family members cannot bring the child without a parent present.

**Q: If I am 18 years or older can anyone make or break appointments or obtain information about me?**

**A:** No. Any patient 18 years or older is considered a legal adult. Even with your written request we will not speak to any parent, grandparent, significant other, or friend regarding your treatment, appointments, or medications without you present. The best way to include another person in your treatment is to have that person come with you to your appointments and address issues face-to-face.

**Q: At any time during or after care can I obtain a personal copy of my records?**

**A:** No. According to Connecticut Statute 20-7e, psychiatric or psychological records are treated differently than general medical records. However, upon written request we will provide you with a detailed treatment summary. We will also gladly forward records to a new treatment provider of your choice. Please be advised that any patient 14 years or older must sign the release form because substance use information which may be included in the summary is protected by additional statute(s).