

NEW POLICY CHANGE CONCERNING LATE CANCELLED AND MISSED
APPOINTMENTS AT GENESIS CLINICAL SERVICES

It has always been the policy of Genesis Clinical Services to charge for appointments where the client has either missed their session or gave less than 24 hours notification that they needed to cancel. Our doctors and therapists have only a limited number of sessions available during any given week and misses and late cancellations prevent them from fully using this valuable resource.

In the past, your therapist or doctor could ask the business office to expunge this charge. Genesis has changed this policy and your caregiver can no longer do this task.

It is simple to cancel an appointment at Genesis. Please call our front office at 630.653.6441, ext. 0 as soon as you are aware that you need to change your appointment time. Calling your doctor or therapist directly to cancel an appointment may not be documented with the front desk. Always call the front office at extension 0 to cancel an appointment. In addition, our voice mail system has a time/date stamp allowing you to cancel a Monday appointment over the weekend if needed.

In exceptional cases, you can ask our review committee to expunge a no-show/late cancellation charge. In these cases you will be asked to provide appropriate documentation to support why you could not attend your session. The decision of the review committee is considered final.

Keeping your appointment is your best way to move towards health. A missed appointment not only prevents you from getting the care that you deserve, but it also prevents someone else from using that appointment time.

POLICY UPDATE ON PRESCRIPTION REFILL CHARGES

Over the last few years the number of patients asking for phoned-in prescription refills has exploded. This has resulted in Genesis having to utilize a full time employee strictly for this purpose. Based on the above, Genesis will strictly enforce the \$10 charge for every prescription that has to be phoned in. **In the past your psychiatrist could expunge this charge, but this is no longer an option.** You can avoid this charge by seeing your doctor in a timely fashion and making sure that you get needed prescriptions at the time of your visit. Make sure you check how many refills you have left prior to your doctor's appointment.