



Policies and Procedures

Effective September 1, 2014

This form lists the policies and procedures of Integritas Psychological Services, Inc. (IPS). If you have questions or concerns with any of the policies and procedures described in this document, please contact IPS.

Psychological Emergencies

In the event of a psychological emergency:

1. Immediately call IPS at 317.455.6780 and leave a message about the nature of the emergency. Either Dr. Gudan or the Office Manager will return your call;
2. if Dr. Gudan or the Office Manager does not return your call quickly enough, call the Crisis Line at 317.455.6782 or go directly to the nearest hospital emergency department.

Dr. Gudan makes a concerted effort to respond to calls as soon as is reasonably possible. It is important to understand, however, Dr. Gudan does not interrupt psychotherapy sessions to respond to pages. Thus, because therapy sessions can be up to 1½ hours long, it may be as long as two hours before he can call you back. Technological failures are possible thus it is important to leave a voicemail. Dr. Gudan usually checks his voicemail several times per day.

Cancellations and Failed Appointments

IPS requires a 24 hour cancellation notice. You may cancel an appointment by leaving a voicemail at any time of the day or night: IPS's voicemail has a time and date stamp on it. You will be charged for cancellations made less than 24 hours in advance at the rate agreed upon in the Payment Contract, which is usually the regular clinical rate for the appointment.

Failed appointments are also charged at the rate agreed upon. If it appears you will not be able to make it in to the office for your appointment, you may request to have your session by phone. Exceptions to the cancellation policy can be made for sudden illnesses, car accidents, severe weather, emergencies, etc.

Confidentiality

Your contact with Dr. Gudan and IPS is kept confidential with the exceptions provided for by law. See the Privacy of Information Policies for more details. The Office Manager has access to patient files to aid in the management of the office. Others working in a professional capacity (e.g. transcriptionists, psychological testing assistants) may also have some limited access. Please indicate any special instructions or limitations on IPS writing or calling you on the New Patient Questionnaire.

patient initials _____

Financial Responsibility

You are ultimately financially responsible for your treatment.

IPS is a fee-for-service practice. IPS does not file claims for insurance, Medicare, Medicaid, or other third-party reimbursement, but may choose to provide limited information for patients to do so (e.g. HCFA forms). If you experience problems in paying for your services at the agreed-upon rate, it is very important you discuss this with IPS as soon as is reasonably possible. Financial need is not a reason for discontinuing services at IPS, as a sliding fee scale is available to patients with financial need.

Cash, personal checks, and money orders are all acceptable forms of payment. IPS also accepts credit or debit cards.

Delinquent accounts are subject to interest as detailed in the Payment Contract and may be sent to a collections agency. Bounced checks are subject to a \$25 charge.

Childcare

Children are not to be left unattended in the waiting room.

Medications

Dr. Gudan does not prescribe or monitor medications. Consult your psychiatrist, physician, or prescription provider for medication information.

Termination of Services

Patients at IPS come for assessment and treatment voluntarily. Thus, they may end their assessment or treatment at any time. The following are grounds for IPS to end treatment with a patient:

1. **Safety Concerns:** In order to maintain a secure environment for the therapeutic work, you may not bring weapons to the office or make threats against the personal safety of Dr. Gudan, his family, or other patients. Failure to follow this policy is grounds for the termination of the professional relationship.
2. **Failure to Participate in Treatment:** If you routinely fail to come for appointments, cancel appointments, do not schedule appointments, or insist on a session frequency which is insufficient for therapeutic progress, Dr. Gudan will raise these issues with you. If the situation cannot be resolved, your failure to adequately participate in treatment is a reason for termination.
3. **Failure to Improve:** If it appears the treatment Dr. Gudan offers is not helpful in addressing the clinical problem, Dr. Gudan has an ethical obligation to refer the patient for services which seem likely to be of greater benefit.

Philosophical Basis of Practice

All psychological treatment is based on underlying assumptions or beliefs about what is good, true, beautiful, and meaningful in life. IPS bases its treatment on a Catholic understanding of philosophy, anthropology, and theology. We believe a practice of

patient initials _____

psychology which respects individual conscience and the patient's personal search for truth, goodness, beauty, and meaning are of the highest importance and we do not impose beliefs on our patients. Thus, our patients do not have to be Catholic or subscribe to the teachings of the Catholic Church to receive treatment. You may request services from someone with training or experiences from a specific cultural or spiritual orientation. If IPS cannot provide these services, we will help you in the referral process.

I understand and agree to abide by the above stated policies and procedures. I understand I can receive a copy of these Policies and Procedures for my own records upon request.

Patient name (please print): _____

Signature: _____ Date: _____

Signed by: patient parent/guardian personal representative

Guardian name (please print): _____