

OFFICE POLICIES AND PROCEDURES

SCHEDULING

To schedule an appointment, please call our office at 317-742-5255. We are available for scheduling appointments on Monday, Tuesday, and Thursday from 12 pm to 7 pm.

Initial appointments must be held in the office location.

Follow up appointments may be held **both in the office and by phone** for your convenience. Appointments held by phone are subject to the same office policy and procedures and rates as in-office appointments.

Phone Appointments: appointments by phone are available Wednesday, Friday, and Saturday from 1 pm to 8 pm. This is to allow greater flexibility for appointment scheduling and convenience when trying to maintain work and school schedules. Dr. Krause will call you at the time of scheduled appointment.

Cancellations: We ask that you provide 48 hour notice for appointments that must be cancelled and or rescheduled. **Less than 48 hour notice** and or **not showing** for appointment **will result in a missed appointment fee of \$150.00.** Appointments must be cancelled by calling the front office at 317.742.5255.

PAYMENT

Payment is to be paid in full at the time of appointment. Accepted forms of payment include credit or debit cards, personal checks, and cash. I do not participate with any commercial or private insurance companies including Medicare or Medicaid. Please contact your health insurance carrier about your out-of-network mental health benefits. Upon request, you may be provided a super-bill. This provides the necessary information to submit to your insurance carrier for possible out-of-network reimbursement.

Please sign below indicating you have read and agreed to the office policies and procedures described above. _____

