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### Patient Responsibilities

1. All required patient forms must be completed and returned to front office staff before the time of your appointment; otherwise, the appointment may need to be rescheduled.
2. Patients are responsible for knowing what medications they are currently taking when scheduling an appointment. Some practitioners may not be able to provide certain medications and patients should be aware of this in advance.
3. Individual practitioners also may have different limitations and restrictions as to what they are able to prescribe with regards to controlled substances. These policies may be further outlined in the accompanying paperwork. If provided in advance, it is the patient's responsibility to be familiar with these policies as they will not change during the course of the appointment.
4. If additional paperwork is being requested from the provider such as FMLA, short term disability, emotional support animals, court documents etc., it is the patient's responsibility to discuss this in advance, provide the appropriate forms, and understand that certain requirements may need to be met for the provider to fill out such forms, and understand that certain requirements may need to be met for the provider to fill out such forms, if able to do so at all. Before being considered for such requests, patients need to be established (e.g. have been seen for multiple appointments with engagement in care). In addition, paperwork completion is subject to additional fees varying from \$25 to \$200.
5. Missed appointments and cancellations less than 24 hours in advance, including initial evaluations, will be subject to a standard cancellation fee. The cancellation fee may be waived one time for an excusable or emergency situation, at the discretion of the provider. All subsequent missed appointments or cancellations (less than 24 hours in advance) will be subject to the standard fee without exception. Missed appointments beyond the third may result in transfer of care or care termination of the case as patients are expected to maintain appropriate follow up care as recommended by their provider.
6. Arrival to an appointment either in-person or virtual should be made in a timely manner. Beyond a certain period, your appointment may need to be rescheduled as having a significantly shorten appointment may not be therapeutic to treatment, and providers make their best efforts to provide each patient with their allowed time so as not to take away from the time of the next scheduled patient. Your appointment may need to be

rescheduled if you arrive more than 10 minutes late to an intake appointment or more than 5 minutes late to a follow up appointment.

7. Refills for medications are completed during appointment times. Parents are responsible for scheduling follow up appointments in a timely manner such as they do not run out of medications. For all refill requests outside of appointments, patients are required to have an upcoming appointment scheduled. A partial refill until the upcoming appointment may be considered at the discretion of the provider, subject to a \$20 charge.
8. Providers may take 48 hours (2 business days) to return messages and phone calls. If it is an urgent matter or an emergency, please call 911 or go to the emergency room.
9. If a patient has not been seen for 6 months or more, they will be considered inactive and their case at Uptown Psych will be closed.
10. If patients email their providers, they should send a separate email regarding each matter and not send multiple emails regarding same issue.

Patient signature \_\_\_\_\_

Guardian Signature \_\_\_\_\_

Date \_\_\_\_\_