
CHRIS KAEPFNER, PH.D.
Licensed Clinical Psychologist

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PLEASE KEEP THIS SHEET

INFORMATION FOR NEW PATIENTS

CONTACTING ME: My office telephone number is **513-313-7661**. I am often not immediately available by telephone, but it is answered by secure voice mail that is monitored only by me. I will make every effort to return your call on the same day you make it. If you are having a mental health or medical emergency, call 911 or go to the nearest emergency room and ask for the psychologist on call. If I will be unavailable for an extended time, I will provide you with the name of a colleague to contact, if necessary.

FEES, BILLING AND PAYMENTS: Services are to be provided for a fee of \$135 per 45-minute session, \$180 for the initial intake session. Psychological testing is provided at \$360 per hour, which covers time for scoring, studying test results and writing the report. All phone consultations lasting longer than 10 minutes will be billed at a rate of \$3 per hour and are not reimbursable by insurance. Other services such as written treatment evaluations and school consultations may be billed at a different rate and are often not covered by insurance.

You will be expected to pay your co-pay or deductible for each session at the time it is held. You will be responsible for paying the entire fee if your insurance fails to authorize units of service or if none are available to you, or if your medical insurance plan pays benefits directly to you. Payment schedules for other professional services will be agreed to when they are requested.

There will be a \$25 fee for each check returned by the bank for insufficient funds.

CANCELLATIONS: Appointments are most often scheduled well in advance because each patient is given regular appointments. Whenever you might need to request a change in your appointment, please call at least 48 hours in advance of your scheduled appointment time. Due to the difficulty in trying to reschedule another patient on very short notice, patients will be charged for a missed appointment or an appointment not cancelled 48 hours in advance. Unfortunately, insurance will not cover missed sessions so the entire fee will be assessed to the patient, and should be paid at the following session.

CREDIT CARD AUTHORIZATION: We will keep a credit card on file following the first appointment. This credit card will be used for any account balance due for a period longer than 3 weeks, unless prior written arrangements have been made and agreed upon by the office. Failure to cancel an appointment 48 hours in advance as per written office policy will result in a charge for that missed appointment to the same credit card unless prior written arrangements have been made and agreed upon by the office.

Please do not hesitate to ask any other questions you may have at any time.