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Dear New Patient:

I am looking forward to meeting with you for our initial visit together. In the meantime, we are enclosing some forms describing our office policies regarding fees and appointments. We ask that you take the time to read this information carefully. From experience, we have found that complete disclosure of fee and billing information optimizes a good professional relationship and frees the appointment time for discussion of other, more personal matters. If you have any questions, feel free to call the office at any time, or ask when we meet in person.

My desire is to render the best quality of care possible to all of my patients. In order to do this, I work strictly by appointment. This is the only way in which I can provide adequate time, uninterrupted by other matters, to my patients. In order to do this I need your understanding about how I work. Generally, office policy requires cancellation of an appointment one week in advance unless we have discussed another arrangement, or unless a substitute session can be scheduled within the same week. Obviously, in case of sickness or another unforeseen emergency with self or children, or a snow storm that closes the schools, an exception will be made. Otherwise a charge will be made, and insurance will not reimburse for missed sessions.

While initially this week long cancellation period may seem extreme, this policy is necessary for me because of the particular nature of the way in which I work. I take on only a limited number of patients for which I reserve a whole hour (a 45 minute session and some time in between so patients have privacy and do not cross paths). This situation differs greatly from a medical practice which sees patients for far shorter periods of time, does not run on a reliable time frame, perhaps has an overscheduled waiting room, or may be able to fill empty times at short notice because of waiting lists. So, unexpected empty hours spotted throughout my day is an unworkable situation for me. It is also not fair to people who may have requested these times and been turned down.

Payment is expected at the time of service unless other arrangements have been made in advance.

For reasons of confidentiality and other issues, I no longer participate directly in insurance plans. However, if you want us to, we will help you submit forms to your insurance company. Frequently we have found that insurance companies will reimburse our patients for covered expenses. My office manager, Aeyna Magdylan (879-0778 or a.magdylan.org@gmail.com) can help you explore what your insurance will provide.

Before we begin, kindly return to me

1. The white "Patient Information Form"
2. The green "Doctor-Patient Agreement"
3. The lavender "Receipt of Privacy Notice"
4. The blue "Confidentiality" statement
5. The pink "Credit Card" authorization form (should you wish to pay by credit card)
6. Page two of the "Patient Information Form," which contains information about your health insurance (should you want us to submit the forms for you)

I look forward to our work together.

Sincerely,

Carol A. Munschauer, Ph.D.