

## Laura J Dalheim, MD

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Board Certified in Psychiatry

NY State License #: 174674

## Practice Policies

- You have a right to privacy regarding your medical record and treatment. Dr. Dalheim will not give anyone information regarding your medical record or treatment (including whether you are in treatment) without your written permission. Although Dr. Dalheim would always endeavor to have your written permission, she is allowed by law to provide medical information to other medical or safety personnel without written permission in certain circumstances, such as when your safety or that of other people is in question.
- Should you need emergency attention when Dr. Dalheim is not in the office, please call her phone number; she checks messages frequently. If you cannot wait for a return call from her, and you have a dire emergency, you must go to an emergency department or call 911, emergency medical services. If Dr. Dalheim is going to be unable to check messages for an extended period of time, she will inform you and will give you the name and contact information of a covering psychiatrist.
- Dr. Dalheim requires 24 hours advance notice of an appointment cancellation. Without this notice, you will be charged the full amount of the appointment. Please note that insurance does not usually reimburse for this.
- Payment is expected on the day of your appointment, unless you make other arrangements with the doctor.
- Dr. Dalheim uses Email and SMS (text) messaging **only** for ease of appointment-making and other non-urgent communication. **Do not communicate medical, personal or financial information via these methods.** Dr. Dalheim will invite you to join her patient portal within which you may send secure messages. If you have not received a response to your non-voice message within one day, please leave a voicemail message, as she may be not have received your message or may be away. You will receive a response if you leave a voicemail message or call the psychiatrist covering for Dr. Dalheim, as instructed by an out-of-office message. In the case of dire emergency and you cannot wait for a response, please contact an emergency service by calling 911.

- Prescription requests outside of sessions may be appropriate, but please observe the following: Dr. Dalheim requests 2 business days' notice to refill medication. Please anticipate when you will need prescriptions refilled, if Dr. Dalheim has agreed to refill them outside of a session, so that you don't run out. Non-emergency need for medication over the weekend, ie, you're running out because you forgot to call during the work-week, may result your being charged a fee.

Your signature below is acknowledgement of your receipt of this notice.

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Signature

Date

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Name printed