

Office Policies

☞ **Welcome to my office. Please read the following information carefully.** ☞

How to contact me:

I am available by cell phone at **510-701-0134** and pick up my messages regularly. Please call between the hours of 9:30 a.m. and 8:00 p.m. unless it is urgent.

In an emergency:

Call **911** or go to the **nearest hospital emergency room**, or call the **Alameda County Crisis Hotline** at **1-800-309-2131**.

Fees:

Payment is due at the time of service. Checks and cash preferred, credit cards accepted. You will be responsible for \$15.00 plus bank charges for any returned checks. There is a fee of \$25- \$50 to copy medical records or complete certain forms, depending on how long it takes.

Canceled appointments:

24 hour notification required, otherwise you will be charged for the appointment. You must **call or text me no later than 12 noon on the day before the appointment is scheduled, or be charged.**

Email cannot be used to cancel appointments any later than 2 days before the appointment.

Fragrance-free office:

Please do not wear scented products (lotions, perfumes, hair products, aftershave, deodorants, and others) to the office, to protect those with allergies.

Privacy Practices and Email:

Please read the Notice of Privacy Practices for this office. Copies are available to view on the website, www.medicalcounseling.net, and on request via email or at the office.

Because e-mail sent via internet may be intercepted by third parties, privacy of personal health information cannot be assured. You are advised not to use internet-based communication, including email and the form on the website, to discuss private health information. Dr. Rosenman is available by phone and at her office to discuss your personal health information confidentially. You can choose to receive email for non-private communication such as scheduling office visits or exchanging non-personal information, by checking the box on the registration form. You have the option to schedule appointments via phone.