

## **Office Policies and Procedures**

Welcome to my practice! Enclosed is some important information you will need before we begin our work together.

### **Directions**

#### **Directions From 101 North:**

Take EXIT 488B toward CA-12/Sebastopol/Sonoma. Merge onto CA-12 W toward Sebastopol. Turn left onto South Main St/CA-116. Drive 0.3 miles and turn left onto Walker Ave. Drive 0.05 miles and turn left on to Walker Ave and then left on to Petaluma Ave/CA-116. The office will be on your right. It is a large yellow building with a parking lot on one side. Park in the parking lot and enter the door on the parking lot side of the building. Suite 100 is the first door on the left. Please wait outside in the chairs provided.

#### **From 101 South:**

Take the CA-116 W exit, EXIT 481B, toward Sebastopol/Downtown Cotati. Turn left onto Highway 116/CA-116. Continue to follow CA-116. Drive 8.2 miles and the building will be on your right. It is a large yellow building with a parking lot on one side. Park in the parking lot and enter the door on the parking lot side of the building. Suite 100 is the first door on the left. Please wait outside in the chairs provided.

#### **From East of Santa Rosa:**

Take Rt 12 towards Santa Rosa. Once in Sebastopol, turn left onto South Main St/CA-116. Drive 0.3 miles and turn left onto Walker Ave. Drive 0.05 miles and turn left on to Walker Ave and then left on to Petaluma Ave/CA-116. The office will be on your right. It is a large yellow building with a parking lot on one side. Park in the parking lot and enter the door on the parking lot side of the building. Suite 100 is the first door on the left. Please wait outside in the chairs provided.

### **Availability**

Office hours:            Tuesday through Thursday and are by appointment only.

Cancellation policy: I have a 7-day cancellation policy. If I am able to fill your slot with another patient, I will not charge you. If I am unable to fill your slot, the charge will be the full fee for your session that was missed, due at the beginning of your next session. Appointments cannot be scheduled for those who have been past due for greater than two sessions.

Phone calls: I check my voicemail throughout the day Tuesday through Thursday. Please leave urgent and non-urgent messages on my voicemail (707) 318-7220. Please also leave me a phone number where I can reach you and whether it is OK to leave private information on the voicemail. If you are calling with an emergency you may call me on my emergency pager. I give this number to active patients so that they are always able to reach me. Alternatively, you may also contact Sonoma County Mental Health Crisis Facility at (707) 573-2400 or call 911.

Cost of Services

All professional fees are due and payable in full at the time of your office visit. Because of the complexity of insurance plans, I do not provide direct billing. I will be happy to provide you with a form acceptable to insurance companies so that you may be reimbursed directly. Please plan to pay by cash or check at each office visit and have the payment ready at the beginning of the visit so that we may spend our time addressing issues other than business.

Dr. Look will discuss specific fees for varied services in person. Please contact the office for further information.

Returned checks \$25

I HAVE READ AND UNDERSTAND THE ABOVE INFORMATION AND AGREE TO THESE TERMS.

Patient Signature \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_