

Welcome to OASIS: The Center for Mental Health

Thank you for choosing Oasis for your mental health care needs. Our experienced providers and staff are committed to your treatment and recovery.

To help us maintain a high level of service, please take note of our policies:

Appointments: Our typical approach to therapy is a short-term model based on 6-8 therapy/family visits. If more treatment is needed, we can schedule additional appointments or assist you in finding longer-term treatment options within the community that meet your needs.

Missed Appointments: If you find you cannot keep your appointment, please contact us to cancel the appointment at least 24 hours /1 business day in advance. If the appointment is not cancelled 24 hours in advance, you will be charged a missed appointment fee. All Monday appointments must be cancelled or rescheduled 48 hours in advance because we are closed on Sundays.

Please make sure you are on time for your appointment. If you are more than 10 minutes late for a session, you may be asked to reschedule and incur a missed appointment fee. Medication checks are scheduled typically for 15-20 minutes, so you must be on time or early for this appointment. If late, you may be asked to reschedule a medication check appointment and incur a missed appointment fee.

Please do not bring children with you to your appointment if it is not necessary for them to join you in the session with your provider. Children cannot be unattended in the waiting room.

Oasis does not allow weapons in the building. If you are in possession of any weapon for any reason, please leave it at home or locked in your car.

Payment for Services: All patient fees must be paid at the time of the service. This includes self-pay, co-pays, coinsurance and deductibles. All fees for missed appointments must be paid prior to your next scheduled appointment. We accept cash and all major credit/debit cards. We do not accept personal checks unless approved prior to your arrival for your appointment.

Missed appointment fees are \$50.00 for appointments and \$75.00 for psychological testing.

Office Emergencies: Our providers make every effort to be on time for appointments. However, given the nature of the services we provide, we may occasionally run over the appointment time in order to ensure the safety of the patient seen before you. We appreciate your patience if this is to occur.

Medication: If you do not have enough medication to last until your next appointment, please contact your pharmacy. The pharmacy will then contact our office to request a refill.

Inclement Weather: We will contact you by phone if we must reschedule your appointment due to inclement weather. We will also announce closings on our phone recording. If you are in question, please contact the office by calling 410-571-0888.

Records/Letters: Copies of your records or letters/forms completed by providers or staff will be done as requested. There will be a charge for these services. Please contact the patient advocate or front office staff for a release of information form.

Emergencies: If you are at risk or someone you know is at risk of causing harm to self/others, contact 911 or go to your local emergency department. Please let our staff know you were seen at the ED so we can request your records and follow up with your provider for continuity of care.

Treatment: Please ask questions of your provider if you do not fully understand your diagnosis and treatment. You are a very important partner in your care. Your response to medication and treatment will be more effective if you understand and participate fully in your treatment. Our patient advocate can help with more resources if needed.

Please let us know if there are additional ways we can improve your treatment and our services at Oasis. We look forward to working with you.

Sincerely,

Kathy L. Miller, MA, LCPC

Owner, Oasis: The Center for Mental Health