



We want you well.

Welcome to Esse Child Psychiatry

Office Hours

Monday 8:00am - 12:00pm
Tuesday 8:00am - 4:30pm
Wednesday 8:00am - 4:30pm
Thursday 8:00am - 4:30pm
Friday 8:00am - 4:30pm

**Lunch daily 12:30pm-1:00pm*

Office Locations

9979 Winghaven Blvd, Suite 206
O'Fallon, MO 63368

9580 Watson Rd, Suite A
Crestwood, MO 63126

Contact Us

Phone: (636) 695-2690

Fax: (636) 625-2046

Exchange: (314) 453-0044

ECP Office Policy

APPOINTMENTS

Patients are seen by appointment only. We offer appointments at 2 different office locations or via telehealth. Appointments can be requested by calling or texting our office OR through the Esse Patient Portal.

The frequency of appointments is determined by the provider's direct assessment of the patient. To ensure timely continued care, it is best to schedule appointments in advance of follow up due dates. Please be aware that our schedule typically books about 2-3 months out for routine follow up visits.

We make every effort to schedule patients for as soon as possible. Due to the high demand for appointments, we are usually unable to provide same-day appointments. For life-threatening emergencies, please call **911** or visit your nearest emergency department. **You may also contact SSM Health Behavioral Health Urgent Care at, 314-344-7200.**

TELEPHONE POLICY

Our phone hours are Monday, 8:00AM-12:00PM and Tuesday to Friday, 8:00AM-4:30PM. If after hours medical advice is needed, patients may contact our exchange at, (314) 453-0044.

To leave a message for the provider, patients may call the office and speak with a staff member or send the office a message. Due to our high call volume, we ask that patients schedule an appointment with the provider for extensive phone calls.

Please be aware, our providers see patients throughout the day and are unable to take time out of their scheduled appointments to accept or return phone calls. **If a patient feels they must speak with the provider, it is best to schedule an appointment to allow them the attention and care they deserve.**

Our office staff will always be polite and respectful when speaking to parents/patients, so we ask for the same in return. Abusive or incessant calls will result in a patient's dismissal from our practice.

LATE ARRIVALS/CANCELLATIONS/NO SHOWS

Please be patient with us if we are running behind for your appointment. While we do have set "appointment times" for every patient, we are a mental health office and unforeseen circumstances may require some patients a little extra time with the provider. Please know that if your child is the one who needs the extra time with the provider, we'll extend you the same courtesy.

Late arrivals: we understand that unexpected delays can happen, however if a patient is going to be more than 10 minutes late to their visit, they may be asked to reschedule. *This includes virtual visits.*

Cancellations: Our office requires 24-hour notice to cancel or change an appointment. This allows us to give the appointment to a patient who may be waiting to be seen. *New patient appointment changes require 48-hour notice.*

No Shows: Patients who miss their appointment without proper notice are considered a no show and may be charged a \$25 fee. This fee is the patient's responsibility and will not be billed to insurance. *New patients who no show their initial visit will not be rescheduled.*

ECP Prescription Policy

Refills will **ONLY** be addressed during regular office hours. Requests made through the after-hours exchange will NOT be approved. *It is the patient's responsibility to notify the office in a timely manner when a refill is needed.*

Follow-up appointments are essential for managing patients' prescriptions. Even when a patient feels things are stable and going well, it is important they keep their scheduled appointments. **Repeat no shows and cancellations will result in refills being held by the provider.**

All patients are required to have a future appointment scheduled before they may receive medication refills.

All medications should be taken as prescribed by the provider. Changes to medications should **NEVER** be made without first discussing it with the provider.

REQUESTING REFILLS

Patients are to contact the pharmacy directly to request a refill on a *non-controlled medication*. If the pharmacy doesn't have refills on file, they will send our office an electronic refill request.

It is best to request a refill **seven (7) days** before the medication is due to run out. If using a mail-order pharmacy, please contact us **fourteen (14) days** before the medication is due to run out. To avoid delays in refills, patients should already have a follow-up appointment scheduled BEFORE requesting a refill with our office or the refill will be denied.

Please allow a MINIMUM of three (3) business days for our office to approve all refills. To check the status of a refill request, patients should contact the pharmacy. If your pharmacy says they have not received your prescription after the three days has passed, please contact our office.

Stock issues: If a patient's medication is out of stock at their regular pharmacy, it is their responsibility to find a pharmacy that has it in stock. Once one has been found, the new pharmacy information should be given to the office. **Please note, in order for the new pharmacy to fill it, the first prescription must be canceled at the original pharmacy. Only the patient can call to cancel this, so it is important this is done immediately.**

CONTROLLED SUBSTANCES

The controlled substances most commonly prescribed by our office are stimulant medications for ADHD and some anti-anxiety medications (benzodiazepines).

In accordance with DEA regulations, a 30-day supply of a controlled substance must be sent in monthly. **To avoid a lapse in medication, patients should notify our office when they are down to a 5 to 7 days' supply.** Due to the volume of refill requests, our office is unable to expedite refill requests that are made last minute.

Refills may also be requested by leaving a voicemail on our refill line, through the Esse Patient Portal, or by texting our office number. **Please do not send multiple requests for the same refill.**

ECP Financial Policy

Any services NOT covered by insurance is the responsibility of the patient or parent/guardian.

If a patient has a balance made up of deductibles/co-pays or uncovered services, they will be asked to pay it before OR at the time of their next visit. **If a balance is not being paid in a timely manner, the provider reserves the right to decline future visits and/or medication refills until it is paid.**

Payments can be made by calling our office directly at, (636) 695-2690 or by calling the Esse billing department at, (314) 851-1087. Patients also have the option to make a payment through the Esse Patient Portal.

INSURANCE

****Patients/parents must call their insurance plan to verify their mental health benefits and that the provider is in-network BEFORE their upcoming appointment(s)****

Some health insurance plans have separate mental health benefits that may be "out-of-network" with our providers. It is the patient's responsibility to verify their mental health coverage prior to any upcoming visits with our providers. This can be done by calling the number on the back of your insurance card. Please remember, any services not covered by your insurance is YOUR financial responsibility.

It is the patient's responsibility to notify our office of any changes in their insurance coverage. This should be done prior to seeing our providers for an appointment, to ensure that we accept the insurance. **Failure to update insurance information before a visit will result in the patient being financially responsible for the visit charge.**

To update insurance information, we ask that patients text us photos of the front AND back of their active insurance card. These photos can be sent to our office at, (636) 695-2690.

CO-PAYS/DEDUCTIBLES

Per our contract with your insurance company, **co-pays MUST be collected at the time of service.** If a copay is not paid prior to seeing the provider, the appointment will be canceled. *Telehealth patients must call BEFORE their scheduled appointment time.*

A deductible is a set amount that is owed by a patient before insurance will begin paying towards their services. **This amount is determined by the patient's insurance.** Questions/concerns regarding a deductible balance should be directed to insurance. Patients with a high-deductible plan are advised to contact our office directly to discuss our high-deductible discount.

SELF-PAY

Patients may utilize our self-pay option if they do not have insurance or if their insurance is not in network with our providers. Our self-pay discount is a flat rate fee of \$100 for every visit with the provider. **A minimum deposit of \$50 is required at the time of service.** The full \$100 fee MUST be paid prior to any future appointments.

In order to receive the self-pay discount, it is the patient's responsibility to inform our office that they're self-pay **BEFORE** they have an appointment. This discount can only be assessed by our office directly.