

DPS Health and Wellness

Virtual Visit Policy

We first want to thank you for being a valued patient with our office. We know you have choices and we appreciate you trusting DPS Health and Wellness with your mental health needs. As we are going into a new year, we took the time to update some of our office policies including our virtual visit policy. Please take the time to read and sign. If you have any questions or concerns, please give us a call at 912-662-6501 and our office staff will be happy to assist you.

1. **All virtual visits must have a video component**

From January 1st, 2023 on, all virtual visits must be held on Zoom, Google Duo, Doximity, or another virtual video call app offered by your provider. If you are unable to use any of the listed services, your appointments will need to be held in office at either our Statesboro or Savannah location.

2. **Tablet services in Statesboro**

From January 1st, 2023 on, we will have limited availability of open office space to offer patients the use of one of our tablets for virtual visits. If you have previously relied on our old policy to do your virtual visits, you will need to either have your visits completely in-office with another provider, confirm availability with staff prior to your appointment or complete your virtual visit at home. We have handouts that explain the process for Zoom available upon request.

3. **We are no longer able to offer phone call appointments**

From January 1st, 2023 on, we will no longer offer phone call appointments. If we must complete an appointment via phone call due to issues on the patient's end, we will NOT bill insurance and the patient will be responsible for paying our self pay rate. The self pay rate ranges from \$91.50 to \$329. Exact cost is determined by the content of the visit and will not be available until the appointment is completed.

Print Patient's name

Patient's Date of Birth

Signature of Patient

Today's Date

Signature of Parent/Guardian/Legal Representative

Today's Date