

The Lindner Center of HOPE Professional Associates (LCOHPA) is a team of specialists at the Lindner Center of HOPE, who are committed to working with you to attain and maintain a healthy state of mind, body, and spirit.

Please familiarize yourself with our outpatient practice guidelines.

Cancellation Policy

If you cannot not make your first appointment, please call us at 513 536-0570 to cancel or reschedule. Failure to cancel with more than 24 hours’ notice will result in you being responsible for the full fee of the initial intake session should you choose to reschedule.

Follow-up appointments with your practitioner that you do not cancel by telephone with more than 24 hours’ notice will result in a Late Cancellation/No Show charge. If you arrive and check-in more than 15 minutes late for your appointment and your provider is not able to see you, this fee will also apply. This fee is not covered by insurance companies and is your responsibility. This fee varies by the type or length of the scheduled appointment and the clinician’s discipline.

Late Cancellation/ No Show Fees	
Scheduled Appointment Time	Fee
MD 60 min.	150
MD 30 min.	100
Advance Practice Nurse 60 min	100
Advance Practice Nurse 30 min	50
Psychologist/Therapist 60 minute	100
Psychologist/Therapist 30 minute	50
Group Psychotherapy	50

To cancel an appointment, you must call the scheduling line at 513-536-0570 to speak with an associate or leave a message. This fee may be waived in the following instances:

1. When the Practice declares a weather emergency.
2. If your clinician fills the cancelled appointment,
3. If the cancellation or no show is caused by death of family member or your hospitalization, and you submit the LCOHPA Late Cancellation/No show waiver request form with documentation of such.

Check In – in person appointments

Please check in at the Welcome Center and arrive 15 minutes prior to your appointment and be prepared to pay any point of service payments you may have. For their initial appointment, all minors must be accompanied by their legal guardian to sign consent paperwork.

If you are scheduled for an in-person visit and fail the COVID-19 screening, you will be asked to leave the building. The Welcome Center staff will attempt to contact the clinician and try to switch the appointment to a telephone or telehealth appointment that you can engage in via cell phone. If this is not possible, you will not be charged for a canceled appointment.

Scheduling appointments

You may schedule your appointments at the counters in the outpatient waiting rooms or at the Welcome Center in the main lobby. You may also call **513-536-0570** to schedule or change an appointment. Or use your MyChart account to request an appointment. If you wish to be put on your practitioner's Waiting List, please inform the schedulers and they will be able to notify you if a cancellation is received that would allow you to be seen sooner by your clinician.

Fee Estimates

Because of the complexities involved with insurance reimbursement and because rates for treatments vary based on the services provided by your clinician, any verbal estimate provided by LCOHPA staff represents our best attempt to inform you of the approximate charge. If you have questions about the specific services, feel free to discuss this with your clinician.

Prescription refill policy

In some instances, your doctor or advanced practice nurse may deem it appropriate for your care to allow phone requests for prescription refills. If your prescribing clinician determines that requests for prescription refills are appropriate for your care, then you may request a refill using your MyChart account or call 513-536-4633. We require **three 3 business days'** notice to fulfill prescription refill requests.

Telehealth Video appointments

Audiovisual telehealth appointments are conducted via Lindner Center of HOPE MyChart. A few exceptions exist such as group therapy or therapies that require the participation of more people than MyChart allows. If this is the case, your clinician will inform you how to connect to the appointment via Zoom. It is your responsibility to sign up for Lindner Center of HOPE MyChart prior to your appointment. Directions for sign up can be found on lindnercenterofhope.org. Click on the "For Patients" tab. It is also your responsibility to log into MyChart (for appointments conducted via that platform) up to 24 to 48 hours before your appointment and fill out necessary paperwork so that you are ready for your appointment on time. You can also test your camera and microphone at that time, if needed. Please call the help desk at 513-536-0055 if you have any problems connecting. Please check in for your video appointment 10 minutes before the start of your appointment and sit in the virtual waiting room until your clinician joins you.

Due to state licensing restrictions that vary by clinician discipline, you must be physically located within a state in which your clinician has a license to practice. Be sure to ask before your appointment if you can participate in the appointment from outside of Ohio. If you are going to be traveling outside of Ohio during the time of your appointment, please cancel and reschedule your appointment 24 hours or more before it is scheduled.

If no connection is established at the time of the appointment, the clinician will call your primary phone number to establish voice contact to understand the connection problem. If no connection is established when calling your primary phone, your clinician will leave a voice message if possible. (If no connection is made, the clinician will inform the OP practice manager (or designee) of the no show despite following the above procedure.)

Video appointments will not be conducted if you are driving a vehicle at the time of your appointment. In such a case, your clinician will ask you to pull over to a safe location and conduct the appointment while your car is stationary.

As per in-person appointments, a telehealth video appointment will be considered a no-show visit if the patient and clinician do not make a connection by 15 minutes after the appointment was scheduled to begin. Normal no show charges apply. The waiver process for no show charges will be the same as for in-person visits.

Please keep in mind that if your appointment is scheduled via telephone or video, your clinician might not be physically located at the Lindner Center of HOPE. If there is a connection problem, you can call 536-0570 and ask a staff member to attempt to reach your clinician to inform them of the problem.

It is your responsibility to keep your contact information (phone numbers and email address) up to date in your Lindner Center of HOPE chart/MyChart. Please call an outpatient staff member at 513-536-0600 or 513- 536-0570 to update contact information.

Telephone appointments during COVID

In the event that your clinician cannot reach you by phone at the time of your appointment, your clinician will attempt to call you two times and leave a voice mail message if possible. If there are two numbers listed, the clinician will place one call to the preferred phone number and one call to the alternate number. (If no connection is made, the clinician will inform the OP practice manager (or designee) of the no show despite following the above procedure.) Some payers may not authorize telephone appointments.

Telephone appointments will not be conducted if you are driving a vehicle at the time of your appointment. In such a case, your clinician will ask you to pull over to a safe location and conduct the appointment while your car is stationary.

Please note, the patient must be present for all in-person, telehealth, and telephone appointments (unless the appointment is scheduled as a family session without the patient and the patient has signed a written consent for the family session).

If the patient is not present, a no-show fee will be charged.

Appointments cannot be conducted with a guardian; the patient must be present.

Patients/guardians will be asked to sign treatment documents before their first appointment as well as annually.

Signing all documents is an important and necessary part of caring for our patients.

Patients with telehealth appointments must sign all documents using the MyChart eCheck-in process before starting a scheduled session.

I acknowledge that I have received and read the information in the Lindner Center of HOPE Professional Associates Outpatient Practice Guidelines sheet.

Signature of patient/guardian:

Date of signature :

Date of birth:
