
OFFICE GUIDELINES

1. The office hours are subject to change. Please contact Dr. Gulwadi for details about the current office hours. The office is closed on most major holidays. Dr. Gulwadi can be reached at the office phone number as listed above from Monday- Friday between 9 am-6pm. If she is unable to pick up the call, you are welcome to leave a voicemail with your name and phone number to call back. Calls are generally answered within 48-72 business hours. Voice mail messages left at the office on Friday afternoons or weekends will not be received until the following Monday at the earliest.
2. Dr. Gulwadi is a provider of office-based services. Dr. Gulwadi does both in person and tele visit appointments. The decision of in person or tele visits will be done on a case-by-case basis and discussed with the patients. In some cases, in person appointments are needed which will be discussed with the patients during their treatment plan.
3. She does not provide emergency services, inpatient, or intensive services. If you have an **emergency**, please call 9-1-1 or go to your nearest emergency room. You may also contact the Psychiatric Emergency Services at the University of Michigan Medical Center, at 734- 936-5900 or crisis line number for the county you reside in.
4. Dr. Gulwadi can act as a consultant and coordinate care with your other medical and mental health providers. She cannot act as a supervisor to your therapist or other doctors.
5. Please arrive a few minutes before your appointment. Dr. Gulwadi will see you at the start of your appointment time. If you arrive late, your appointment will still end at the previously agreed time. If more time is needed, you will be asked to reschedule your appointment for another time.
6. Canceling appointment - If you need to cancel or cannot come in for a scheduled appointment, you must call 72 business hours/ 3 business days before your appointment, or you will be charged the full session fee for a missed appointment.
7. Vacation- Dr. Gulwadi will inform you about her vacation in advance. When Dr. Gulwadi is on vacation, coverage may be provided by another licensed psychiatrist for urgent issues. Instructions for contacting the covering physician will be left on the office voice mail. It will be your decision if you want to contact this physician and share information. For non-urgent issues, please contact her before or after the vacation schedule. If you have questions about this, please discuss with Dr. Gulwadi at your next appointment.
8. Prescription refill- To request a prescription refill by phone, the patient must be actively involved in treatment and have a follow up appointment scheduled before the next refill of medications is needed. Please allow up to 48-72 business hours for the prescription to be called in. Prescriptions will only be called on Monday to Friday. The office does not accept refill requests from pharmacies; you must contact the office yourself. If leaving a message, please leave the following information -your name, birth date, and your phone number, the medication name, the medication dosage and frequency, the pharmacy name, address, and phone number.
9. Termination of care- Dr. Gulwadi reserves the right to terminate or transfer the care of any patient who is unable to follow the treatment guidelines or if a different medical setting may be deemed necessary based on the complexity of a patient or situation. Other reasons for terminating care are – more than 4 months without attending an appointment at the office or contacting Dr. Gulwadi, no show or cancelled 3 or more appointments, excessive substance use interfering with treatment plan, delinquent balance from previous services, violent or threatening behavior towards the business or staff associated with the business.
Termination of care and closing the case will be done in a written notice or on a phone call or during a visit at the office.
If it is more than 4 months without attending an appointment or contact with the office, your case will be closed at the office and termination letter will be placed in your file. This is to avoid letters being sent to old addresses and concern for confidentiality.
The patient reserves the right to terminate care at any time. It will be helpful to discuss with Dr. Gulwadi either during their visit or on a phone call prior to making that decision.
10. Selling of medications, forging prescriptions, and obtaining duplicate scripts of controlled substances from multiple medical professionals will not be tolerated. These actions may result in a report to legal authorities and termination from the practice.
11. No hazardous materials shall be brought into the office, office suite or common areas of the building. Smoking of any form is prohibited in the office, office suite and interior Common areas. No weapons concealed or otherwise shall be permitted on the Property.
12. No patients or guests are allowed to bring any animals into the Office, Office suite, Common areas or the Property without prior written consent from Dr. Gulwadi. If you have service animals trained to perform a task or service directly related to the patient or guest's disability, please contact Dr. Gulwadi in advance to allow for appropriate accommodation.

I have read these policies (or it was read to me), understood the contents, and agree to the terms. I understand that I may ask Ashwini Gulwadi, PLLC or Dr. Gulwadi for additional information should I need it. I agree that this authorization will remain in effect indefinitely. By signing, I am bound by these terms.

Ashwini Gulwadi, PLLC

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Ph: 734-984-2228 Fax: 734-984-2008

Website: gulwadimd.com

Printed name of patient or legal guardian _____

Signature _____ Date _____