



Practice Policies

Cancellation and Lateness

If you're unable to keep your appointment, please give me as much advance notice (by email or phone) as you're able to. If the notice is less than 24 hours, you will be responsible for the full appointment charge; insurance does not cover the cost of missed or canceled appointments. In some of these cases, I am able to reschedule an appointment and waive the charge. I generally do not charge for cancellations due to illness.

I can only bill insurance for the amount of time I actually see you. If you are late enough that I cannot bill your insurance for a full-length appointment, you will be responsible for the difference between any partial insurance payment and the expected payment for the scheduled appointment.

E-mail and Phone Calls

I am available by email at nk@natkuhn.com. However, email contact with me is not completely reliable. If you email me and don't hear back within a few days, please contact me again, either by phone or email. In the event of an emergency or anything requiring a rapid response, call me in addition to emailing.

Because email is not encrypted, it is not possible to absolutely guarantee its privacy. By emailing me, you are consenting to me sending you email communication that may contain protected information.

Payment and Outstanding Balances

In order to focus on clinical work rather than collecting fees, I ask all patients to leave a credit or debit card on file with my billing system. Please speak to me if you would like another payment arrangement. I generally charge session fees on the day of the appointment. Copays are either charged on the day of the session or billed at the end of the month. Balances that are significantly overdue may be subject to additional charges, such as interest, collection fees, etc.

I am committed to being transparent with my billing practices. If you have any questions or feel that I have made an error—as sometimes happens—please contact me. Any erroneous charges will be refunded to you or applied as a credit toward future charges, according to your preference.

Pharmacy Renewals

Because pharmacies often generate renewal requests automatically, I no longer accept requests from pharmacies to renew prescriptions. If you need additional medication and have no refills on your current prescription, please contact me directly to renew the prescription.

I came to this policy reluctantly, and for a number of reasons. Automated renewal requests can promote medical errors. For example, I have received automated requests that are incorrect because they do not reflect dose changes or are for discontinued medications. Automated renewals also increase health care costs. Pharmacies do not allow physicians to opt out, and often do not comply with patients' requests to opt out.

Incidental Contact

I sometimes run into patients by chance, for example, on the street or at a movie theater. Because of confidentiality, I do my best to leave it up to you whether to acknowledge these encounters or not. In these situations, it's OK with me when patients greet me, and it's OK with me when patients ignore me.

Ancillary Work

In the great majority of cases, ancillary work such as dealing with insurers is relatively quick, and I do not charge for it. If a task is particularly time-consuming, I will charge for my time at my clinical rate, and do my best to inform you beforehand.