For You Behavioral Health, LLC
17A Green St
Concord, NH - 03301-4020

For You BH Office Policies July 2025

For You Behavioral Health Office Policies

If your intake paperwork is not completed 48 business hours before your first appointment, it will be canceled.

Cancellations, Missed and Late Appointments

It is important to keep your scheduled appointments as they have been reserved for you. If you are a current patient and you need to cancel a scheduled appointment , please provide 48 business hours' notice or you will be charged the missed/appt/late cancel fee.

*If you are a current client and do not cancel within the allotted time, you will be charged a cancellation fee of $150.00 which will be charged to your credit card on file.

*If you are a current client and miss your appointment, you will be charged a $150 fee.

*If you are a current client and are more than 10 minutes late, we may need to cancel the appointment, reschedule and charge you the $150 missed appointment fee. There may be times when we can accommodate you if you are running late, but the session will end as scheduled.

*For new patients who miss the initial appointment or cancel in less then 48 business hours, there is a $200 fee that will be charged to your credit card on file.

*Please note, insurance does not cover these fees.

*If you miss or cancel more than 3 scheduled appointments, we may terminate services provided by For You Behavioral Health. Our goal is to provide you personalized and individual care and therefore includes your active participation.

Emergency/After-hour Service

Medication Refill Policy

Refills are primarily done during follow-up appointments. Generally, we do not offer refills outside of appointments. For You Behavioral Health will not refill pharmacy generated refill requests. It is your responsibility to notify the office that you need a refill. Medications that are lost or stolen will not be refilled until the next scheduled date.

Once a medication is effective and the dose no longer needs adjusting, follow ups are typically every 90 days.

For You Behavioral Health understands that sometimes life gets in the way and you miss your appointment and need a refill. In these cases, you will be required to schedule a follow up appointment and pay a $25 processing fee (not covered by insurance) prior to the medication being filled. You will only be prescribed enough medication to cover you until your next appointment. This request is done at the discretion of the prescribing provider and does not include any controlled medications such as stimulants, benzodiazepines or other controlled medications as these medications require an in-person visit.

Medications requiring a Prior Authorization

If your medication requires a Prior authorization please notify the office immediately. Delay in notification will increase the time required to process your medication.

Right to Terminate Treatment

For You Behavioral Health, LLC provides outpatient services. We do not offer or provide emergency and crisis services outside of scheduled appointments. If you are experiencing a potentially life-threatening mental health crisis or emergency, please call 911 or go to your local emergency department. You can also try the local national suicide hotline 1-800-273-8255 or you community mental health center might offer emergency services.

Although rare, For You Behavioral Health reserves the right to terminate treatment under the following conditions

❖ When services are no longer therapeutic or if a higher level of care is needed

❖ When you are not engaging in treatment or following the agreed upon treatment plan

❖ When you have missed 3 or more appointments without 48 business hours' notice and/or canceled several appointments.

❖ If it has been over 4 months since you were last seen or communicated with For You Behavioral Health, you will be considered discharged from the practice. Reinitiating of care will be done on a case-by-case basis.

❖ Unpaid balances

❖ Misuse of prescriptions

❖ When you or a family member becomes hostile, aggressive or violent towards staff.

❖ If you bring weapons of any kind to the office, as they are not allowed under any circumstances.

If you are discharged, For You Behavioral Health will make every effort to recommend referrals for further treatment.

Inclement Weather

In the event of inclement weather, we ask that you email the office, through the portal, to confirm if we will be opening. For You Behavioral Health will make every effort to open, but we do so within reason to ensure everyone's safety. In some cases, we may be able to change in person visits to telehealth appointments. For You Behavioral Health will do it's best to contact clients scheduled for that day.

Communication

Patient Portal: For You Behavioral Health strongly encourages communication through the patient portal. It is a secure, safe and fast way to communicate with For You Behavioral Health.

Text messages: appointment reminders sent by For You Behavioral Health are HIPAA compliant and are automated. They cannot be used for communication between you and For You Behavioral Health as it may compromise your confidentiality. If you happen to send a text to For You Behavioral Health, know that we are required to keep a copy of all texts as part of your clinical record that addresses anything related to your treatment.

Email: Appointment reminders sent by email are automated and are HIPAA compliant. Email's outside of the patient portal are not HIPAA complaint. Emails as a general rule, are not a secure means of communication and may compromise your confidentiality. We are required to keep a copy of your emails in your clinical record. We encourage you to use the patient portal for communication with For You Behavioral Health as it is secure and HIPAA compliant .

Telephone: A telephone conversation may be necessary if a telehealth video appointment fails. Landline and Cell Phones may not be completely secure and confidential. There is a possibility that someone could over hear you or even intercept your conversations with special technology. Individuals who have access to your phone home bill may be able to determine who you have talked to, who initiated the call, and how long the conversation lasted. For You Behavioral Health does not store your phone number on our phone system.

Social Media: it is our policy not to accept “friend” or “connection” requests from any current or former clients on our personal social networking sites because it may compromise your confidentiality and blur the boundaries of our professional relationship. It is at your discretion to like, follow or comment on For You Behavioral Health’s professional social media pages. By doing so, you understand that it may compromise your confidentiality and do so at your own discretion and risk. Please refrain from contacting For You Behavioral Health using social media, as you will not receive any responses

Recommendations to Websites or Applications (Apps):

For You Behavioral Health may recommend that you visit certain websites or apps for information or self-help. Please be aware that websites and apps may have tracking devices that allow others to know that you have visited these sites or applications. They may use your information to attempt to sell you other products. Additionally, anyone who has access to the device you used to visit these sites/apps, may be able to see that you have been to these sites by viewing the history on your device. Therefore, it is your responsibility to decide if you would like to use these tools. Please let For You Behavioral Health know if you prefer not to have these recommendations

COVID and Wellness Policy

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For You Behavioral Health, LLC is currently seeing patients in person at the Concord Location.

If you are currently have a fever, chills, cough, shortness of breath or difficulty breathing, new onset or unexplained fatigue or muscle aches, headache, new loss of taste or smell, sore throat congestion or runny nose, nausea, vomiting or diarrhea, For You Behavioral Health recommends you seek emergency medical care. If you have already sought care and are ill or required to isolate or quarantine please prioritize your health and wellness. Please contact For You Behavioral Health to discuss if a telehealth appointment is appropriate instead of a scheduled in person visit.

Parking

Behind our building is a parking lot off Greenwood Ave. You may park in the parking lot on the right side, behind the neighboring building, in any space that not reserved. Other options to park include the metered street parking on Green St.

Fragrances

We are a fragrance free facility. Many of our patients and staff are sensitive to fragrances. Please refrain from heavy perfume or cologne. We do diffuse essential oils in our waiting area.

PATIENT SIGNATURE *

Date *