

# WESTHAMPTON FAMILY PSYCHOLOGISTS



## welcome, new client

We are a multi-disciplinary group comprised of clinicians who are well-versed in many different treatment modalities. As a group we include licensed nurse practitioners, psychologists, clinical social workers and professional counselors.

Our training perspectives may vary, but we are united by an abiding interest in providing state-of-the-art psychological evaluations and treatment for children, adults and families in the Richmond, Virginia community.

We believe in working collaboratively with other medical health practitioners. We are pleased to consult with area pediatricians and family practice physicians as well as school guidance counselors and teachers.

With over 20 years of combined administrative experience working in the medical and mental health fields, our professional and compassionate administrative team works diligently to ensure that our business operations run smoothly and that our patients receive the highest level of customer care.

Whether you are a new or established patient of Westhampton Family Psychologists, we thank you for trusting your care to us and ensure you that Amy, Rachel, Amanda and Leigh are committed to maximizing your patient experience. We look forward to serving you!



### COVID-19 Protocol

We follow CDC Guidelines



### Care Credit

We accept Care Credit

1503 Santa Rosa Road, Suite 105  
Richmond, VA 23229  
Phone: (804) 673-0100  
FAX: (804) 673-8054



# client reminders

## Reminder Notifications

Email reminders are sent out 48 hours in advance. Call/text reminders are sent out 24 hours in advance. However, if a notification cannot be sent for any reason, missed appointment fees and late cancellation fees will still apply.

## Professional Fees

Missed appointment fees are \$100.00 per scheduled 45-minute sessions. Missed testing sessions are subject to a missed appointment fee in the amount of \$300. A minimum of a 24-hour notice is required to cancel an appointment to enable us to reschedule the time with another person. Testing sessions require a minimum of 72-hours' notice to cancel or reschedule the session and enable us to reschedule the time with another person. Payment is due at the time of service for your portion of the bill.

## Other Practice Policies

All registration paperwork must be completed prior to the scheduling of your intake appointment.

If you are receiving services via telehealth, you are required to keep a valid card on file so that payment can be processed the same day that services are rendered.

Questionnaires for testing are due no later than 72 hours prior to your scheduled feedback session. Failure to complete all relevant questionnaires at least 72 hours in advance of the scheduled feedback will result in a cancelled feedback session and an assessed \$100 fee for which you are responsible. These charges cannot be filed with your insurance company and will be billed to you in full. This fee must be paid prior to rescheduling your feedback session.

Please note that the rendering of psychological evaluations does not constitute a therapeutic relationship with the provider.

Finally, please be aware that super bills cannot be generated for self-pay testing services. We apologize for the inconvenience.

# additional information

## Accessing Secure Email

At WFP, we prioritize the safety and confidentiality of our clients' information. This is why we utilize a service called Appraver to manage our email communications securely. You will soon receive a welcome email directly from Appraver. From there, register for an account to begin using the platform to view and reply to our encrypted emails.

Tech support inquiries are handled by Appraver, not WFP. Should you need tech support, please contact the Appraver support team [here](#).

## Client Portal

In order to review scheduled appointments, review and sign applicable forms, and update your contact information, access the Therapy Notes [Client Portal](#). The Client Portal can also be accessed through the [WFP website](#).

## Billing Information

If you are receiving out-of-network or direct pay services in our office, please review the following documents to be sure of your billing rights and protections under the law:

[Your Rights and Protections Against Surprise Medical Bills](#)  
[Good Faith Estimate Availability Notice](#)

We are pleased to accept the CareCredit healthcare credit card. Visit the CareCredit [website](#) to see if you pre-qualify without any impact to your credit score.



## FAQs

Where can I access the Zoom link to my Telehealth appointment?

The Zoom link to Telehealth appointments can be accessed either through the appointment confirmation email from Patient Referral Coordinator, Amy Garrigan, or on our website under the "[Zoom Waiting Rooms](#)" tab.

Where can I access my intake paperwork?

The links to the intake paperwork can be accessed through the appointment confirmation email from Patient Referral Coordinator, Amy Garrigan, or on our website under the "[Forms](#)" tab.

I am attempting to pay for my appointment through the portal, but I do not see a balance due.

Payments can only be made through the online [payment portal](#) on the day of your appointment. The amount due will not appear before that date.

Remind me: Will my appointment be in person or over a Telehealth (Zoom) meeting?

In order to check whether your appointment will be in person or Telehealth, refer to the "Upcoming Appointments" section of the Therapy Notes [Client Portal](#).



# contact information

## Billing Inquiries

For billing inquiries, please contact our Billing Specialist, Rachel Lovelace: extension 201, [rlovelace@wfpfova.com](mailto:rlovelace@wfpfova.com). You can also call the WFP front desk at 804-673-0100, ext. 0 to provide payment over the phone.

## New Patient Inquiries and Appointment Scheduling

For new patient appointments or detailed information about our providers and services, please contact the Patient Referral Coordinator, Amy Garrigan: extension 256, [agarrigan@wfpofva.com](mailto:agarrigan@wfpofva.com). If you are seeking to reschedule or schedule a follow-up appointment for an existing patient, please contact your provider directly. Provider contact information can be located on the WFP [website](#).

## Medical Records Requests

For medical records and status updates regarding the processing of requests, please contact Amanda Ciejek: extension 212, [aciejek@wfpofva.com](mailto:aciejek@wfpofva.com)

The WFP Administrative Office / Front Desk is currently **open Monday through Friday, 8:00 am – 5:30 pm**. Please note that some providers schedule appointments outside of the front desk's operating hours.

