

In order to shorten your wait, please return the following to our office ONE WEEK PRIOR to your appointment: If paperwork is not received, your appointment may have to be rescheduled

- **Completed and signed enclosed forms**
- **A copy of your insurance card and/or authorization for your appointment**
- **Medication list and doctor notes or old mental health records**
- **To protect identity theft, we require a government issued photo ID upon check in**

COMMITMENT TO CARE

Our office is dedicated to providing our patients with the highest quality mental health care. Every decision and every action by our staff is aimed at this goal. We are here to help answer any questions you may have or direct your questions to the appropriate party. By following the guidelines below, we hope to answer some of your questions up front.

***Our office hours are Monday through Thursday from 8:00 a.m. to 6:00 p.m. and Fridays from 8:00 a.m. til noon. Our phone lines are open from 9 a.m. to 5 p.m. If you have an emergency situation, please call our office first and explain the problem to our staff. If the office is closed, go to the emergency room at South Georgia Medical Center or Greenleaf Center, or hang up and dial 911.

***We file all insurance plans. We do check benefits prior to your checkout and **require a copy of your insurance card and photo ID upon signing in**. As a courtesy, a staff member will call you with an estimate of your cost for the visit; however, **this is an estimate and not a guarantee of payment**, and any amount unpaid by the insurance will be your responsibility. Patients are **required to pay any copayment and/or deductible at the time of service** unless prior arrangements are made. If, for any reason, your insurance company cannot be contacted or will not give us the necessary information, you will be asked to pay the bill and we will file your insurance for you. If your insurance company does not pay within 60 days, we will ask you to pay. Please keep your account current.

***We accept checks, money orders, cash, debit cards, VISA or MasterCard. Fees are due at the time of service. A **\$30.00** service charge will be added to your account for all returned checks. You will be responsible for a **\$50** collection fee if your account is turned over to collections due to non-payment.

***Due to the time involved for our medical providers and clerical staff, it is necessary to charge for ALL forms and letters. This is to be paid in advance and is not billed to your insurance. The cost for drafting letters and completing forms is \$50.00 each.

***Because of limited seating, we ask that you do not bring anyone with you unless they will be seeing your provider. If you need someone to drive for you, they are welcome to come in. Due to the nature of the practice, we ask that you **DO NOT BRING CHILDREN THAT ARE NOT HERE TO BE SEEN**.

***If you cannot keep a scheduled appointment, give as much notice as possible. Failure to show up for an appointment or failure to cancel your appointment timely (within 24 hours) may be charged the full amount of the session. These charges would be billed to the patient and not the insurance company. Charges for missed appointments are at the discretion of each provider.

***We ask that you do not lie on the sofa or allow your children to lie on the sofa. Please inform our receptionist if you ever find our lobby or restroom in need of attention.

***Counseling and treatment are medical issues and can be filed on your insurance. The amount of information your insurance company requires depends upon your insurance contract. A legal matter is completely different. Different procedures must be adhered to and different rates apply. Please inform us **NOW** if you know your situation involves legal matters, or if the Department of Family and Children Services are involved. _____

***When calling to speak with a physician or provider, the staff has been instructed to take a message (except in case of an emergency). Be prepared to explain your question or request to the staff so that it can be relayed to the provider. The provider will instruct the staff on how to answer your questions or they will return your call once they are finished with their patients. Please leave a telephone number where you can be reached.

***Your doctor may give you a prescription the day you are here. You will not be given another prescription without seeing the doctor again. It is the policy of this office that we do not fax prescriptions. This is for your protection and well being. Take your medication as directed. Keep up with your quantity. Be certain you have enough to last until your next appointment. At times our office may call to reschedule an appointment because your doctor has an emergency. If we should call you, check your medications to be sure you have enough to last until the date you return. Your medication is important. It may take up to 24 hours to get your prescription refilled (longer on Fridays).

***After your initial visit with the doctor, you will be scheduled for follow up with your doctor to refill your medications and discuss any concerns about your medications that you may have. In addition, you may be scheduled to see one of our therapists for counseling sessions. The therapist will meet with you for approximately 45 to 50 minutes to discuss your treatment progress. If you are late, your session with your provider may need to be rescheduled.

***We do our very best with respect to keeping your appointment on time; however, emergency situations arise that are unavoidable. We ask that you be patient and respect the fact we treat emergencies before regular appointments. We will notify you of any delays in scheduling; however, if you have been waiting longer than 15 minutes, we ask that you check with the receptionist to make sure we have not overlooked your appointment. You will be offered another appointment at the earliest time available if you cannot wait to be seen.

***If you are late for your appointment, you may have to be rescheduled. Late arrivals after 15 minutes will be rescheduled or the time spent may have to be reduced. You may be charged for a missed appointment if this occurs. You will be responsible for any charges that the insurance company will not cover regarding a late arrival, late cancellation, or missed appointment.

*****ALL MINORS MUST BE ACCOMPANIED BY A BIOLOGICAL PARENT.** We cannot prescribe medications or initiate treatment without a parent or legal guardian present.

***We do not participate with discount drug programs. Your doctor may give you a written prescription. **IF** we have samples, the doctor may try you on a sample and evaluate the response prior to giving you a prescription. But, we do not always have samples. We regret that we cannot furnish all of the medications that our patients need. If you are in a situation that you cannot afford your medication, **DO NOT STOP TAKING YOUR MEDICATION!** Look and ask until you find assistance. Listed are some options that we know of:

- You can be seen at your local mental health office. Your visit and medication are based on your ability to pay
- Talk to your pharmacist. Ask if they know of a program that you might qualify for.
- Call your local Dept. of Family and Children Services and ask if they have a program to help you
- Medicare programs include Together RX 800-444-4106 and Medicare Discount Card 800-459-3911
- Online help resource www.FreeRXinfo.net

I have read ALL of the above policies or had the above policies read to me on page 1 and 2 of this form. I understand them and agree to them.

Patient Name: _____

Date: _____

Date of Birth: _____

Social Security Number: _____

Signature of Patient or Guardian

Relationship