

WELCOME TO OUR PRACTICE!

We've compiled some great information that will help us ensure that you receive the best treatment possible! Attached, you'll find copies of all the forms you've signed. Make sure to keep a copy of this for your reference and let us know if you have any questions!

Practice Hours: Our office is staffed **Monday – Thursday from 9:00 a.m. to 6 p.m. and Friday from 9:00 a.m. to 3:00 p.m.** While we make every effort to answer your call while we're here, sometimes we might miss you. If this happens, please leave a detailed message (including your name, telephone number, date of birth and reason for your call) and one of our friendly staff members will return your call within **one business day**.

Appointments: Our confirmation calls, which are made as a courtesy, go out 2 days prior to your appointment day via an automated system. It is imperative that you have a good working number and/or email address on file so that we can confirm your appointment. If you need to reschedule or cancel an appointment you must call the previous day **before 6 pm**. If we do not hear from you and you fail to show up for your scheduled appointment, there is a **\$40 fee for a follow up medication management or therapy appointment and a \$75 fee for an initial evaluation**.

Insurance & Financial Responsibility: It is your responsibility to ensure that your insurance is up to date at all times. You **must provide any insurance change to our office prior to your next visit** to avoid any delays with your appointment that day. As a courtesy, we will bill your insurance; however **it is your responsibility to ensure full payment is received for services rendered. All co-pays, deductibles, and co-insurance must be paid at the time of visit.** We will call your insurance company and attempt to obtain an authorization. **Prior to your appointment, please call your insurance company to inquire about whether an authorization is required and to determine what you are responsible for. If we are not billing any insurance on your behalf and you are paying privately, payment is due at time of service.**

Medication Information: For questions about your medication or to get in touch with a provider, **please call our office and dial extension 103 for our medical assistant.** She is available to answer questions you have regarding medications, provider recommendations, and pharmacy refill requests. If you are unable to reach her, please leave a message and she will return your call you within **one business day - in order of priority**. When leaving your message, please spell your last name, state your date of birth, include your telephone number, and a brief description of the reason for your call. **It is imperative that you contact your pharmacy or call the office a week before your prescription runs out so that we have time to process your refill request. Your provider may not be in the office everyday which requires more time to process your request and answer questions about your medications.**

Emergency Calls: **In case of an emergency, call 911 or go to the nearest emergency room.** If you are experiencing nonlife threatening side effects from your medication, call our office **during business hours** to speak with the medical assistant. She will assist you and/or direct your question or issue to the appropriate provider. After hours, our providers are available and their individual phone numbers are listed at the end of our voicemail message. All non-urgent phone messages will be returned by your provider or the medical assistant within 24 hours. We stress that all after hour concerns and/or issues that require a call to your provider should be deemed as non-urgent. Urgent matters should be directed to the nearest emergency room or call 911. **Do not call your provider after hours to discuss appointments, billing issues, or medication refill request.**

We sincerely appreciate that you have chosen our office to receive treatment. We take great pride in offering outstanding service in a clean, comfortable environment. Please don't hesitate to contact one of our friendly staff if you have any questions.