

Office Policy and Procedures

Confidentiality

Your treatment is confidential and is shared with no one without your written consent or consent of the parent/guardian if the patient is under 18. However, there are several exceptions to this which are briefly outlined below. If you have specific concerns, your provider will be glad to discuss them with you at your appointment.

1. If we feel you are a danger to yourself or others, we are required to take protective action. We will make every effort to involve you in finding a solution, but this may also include notifying others to prevent any harm. For those under the age of 18, this would mean notifying your parent or guardian.
2. If there is suspected abuse/neglect of a minor, elderly individual, or disabled individual, we must make a report to the appropriate state agency.
3. If a judge subpoenas the records or orders your provider to testify, your provider must comply.
4. If Worker's Comp. is paying for your visits, they require your treatment note to be sent to them in order for the claim to be paid.
5. We may need to send additional information to your insurance company to obtain additional visits, have medication approved, or to receive payment.
6. At some point in the future, we will be required to participate in the Health Information Exchange, which allows us to view all or portions of your records from your other providers and hospitals. They will also be able to view your records with us. It is possible to opt out of this system, so please talk with your provider if that is something you would like to consider.
7. At times, we may need to consult with other professionals about your care. In those cases, we provide only the information they would need to provide advice without sharing information that would identify you.

Fees:

Fees will vary depending on the specific service provided and the terms of your insurance plan. As this can change over time, they will not be listed here, but can be discussed with your clinician or the office manager.

Co-pays are due at the time of your appt. There will be a \$25 fee for all returned checks.

As a courtesy, we will file health claims to your insurance company. Although we try to verify your benefits, it is ultimately your responsibility to be aware of your benefits and limitations. If for any reason your insurance company does not reimburse us for services rendered, you will be responsible for these charges.

If you are unable to keep an appointment, please notify the office immediately by speaking with the office manager or leaving a message on the answering machine. This time is reserved exclusively for you and you will be charged a \$45 fee for any appointments that are not canceled 24 hours in advance. Insurance will not cover this fee.

Additional fees may be required for court testimony, form completion, and after-hour calls and will depend on the time involved and complexity of the issue.

Contacting your Provider:

During regular business hours (M-Th 8-5, Fri 8-2), you can call and speak with our office manager or leave a voice mail. You can also contact your provider on the patient portal. Please be aware that your provider may not be in the office every day to check messages. If you cannot wait to hear back from your provider, call 911 or go to your local emergency room.

If there is an EMERGENCY after hours and you need to speak to your provider, you can call the on-call provider at 910-585-1247. There may be a charge for this service.

Record Requests:

If you need a copy of your records, please call the office and speak to the office manager. She will walk you through the process involved.