



410 University Pkwy, Suite 2300 Aiken, SC 29801
803-226-0745 (office) 803-335-1689 (fax)

We would like to thank you and are happy to provide you with quality psychiatric and counseling services. To better serve the needs of our patients we are implementing some new procedures. We strive to have you seen by the same provider each appointment; however, there may be a time that another provider will be required to see you for your appointment.

Missed appointments

If you do not call 24 hours in advance to cancel your appointment there will be a \$100 no show fee for medical and a \$50 no show fee for counseling. This fee must be paid before your appointment is rescheduled or any additional medication is provided. All patients requiring medication are required to attend 1 counseling session per month at a minimum. Failure to keep counseling appointments and medical appointments will result in dismissal from the practice. **New patients can reschedule their initial appointment if they call 24 hours prior to the visit.** We do not reschedule new patients if they miss the first appointment or call at the last minute to cancel. **Lastly, if you are more than 15 minutes late you will be asked to reschedule.** We understand unexpected events happen. The physicians are on a tight schedule and would like to give patients the best possible care.

Prior Authorizations for medicine

If you are required to obtain a prior authorization for your medicine you are welcome to call the insurance company and obtain this yourself. If you would like one of our staff to obtain the authorization there will be a fee of \$35. This fee is due before we initiate the prior authorization.

Needing Prescriptions

All changes in medications will be completed during an office visit and not via telephone. Missing appointments can disrupt your care and possibly result in a relapse. You must be responsible for taking care of following-up with our office before any of your prescription run out. Controlled medications cannot be called into a pharmacy. The written and signed prescription is given to the patient.(example: **Adderall CANNOT be called in**, a physician must sign off on the medication.

Disability or FMLA paperwork

If we are required to fill out paperwork for either services your insurance company does not reimburse our providers for this service. There will be a \$50 fee that must be paid in advance for these services.

Letters written on your behalf

If you need a letter to any agency there will be a \$35 fee to produce the letter.

Patient balances

If you have a balance due to the agency this must be paid at your next visit. While we understand that many plans now have a large deductible, for our office to continue to provide services we must collect your balance at the time of the visit. If you would like to setup a payment plan please inquire at the front desk. This will require a debit/credit card with a scheduled date to post these payments. If your payment is declined it is your responsibility to call the office and offer another form of payment. Failure to do so will result in the full balance being paid before your next visit.



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Reminders of appointments

You will receive some text message, 2 days prior to your appointment with a reminder. Please notify the front desk of any changes in your cell number and/or email. **We do not do phone calls to remind you of your appointment.**

Signature: _____

Date: _____