

GA PSYCHIATRIC SERVICES, LLC

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CLINIC POLICIES

Admission for Services

GA Psychiatric Services, LLC is committed to providing quality service using best practices of medicine in a professional setting. We urge all patients to review our clinic policies, privacy practices, services offered and ask questions before authorizing for services. We seek close partnership with our patients and their families (if applicable) to keep our services effective and efficient.

All patients are required to bring their picture ID and health insurance information for initial visit. All patients are encouraged to bring available medical reports, medication records or school reports (for children) to facilitate faster transfer of care. However, we can request medical records from your previous providers if you have contact information for them and provide a release of information.

Payments

All self-pay patients are expected to pay total fee in full at the time services are rendered. We contract with most private insurances, Medicare and Medicaid. Patients with third party payer are expected to pay their co-pay, coinsurance and/or deductible at the time of service. Patients are also responsible for paying the un-reimbursed portion of the fee, if applicable. Out of network clients may incur additional costs because of lower rate of reimbursement from their carriers. A \$25 fee will be applied to all returned checks and payment in full will be expected prior to the next appointment.

Appointment Changes / Cancellations

We understand that unexpected events or emergencies occur sometimes. At other times, we urge our patients to re-schedule their appointment as soon as possible for best utilization of time and resources. As a policy, we need 24 hour notice for cancellation of appointments. No shows or last minute cancellations (without 24 hr. advance notice) are charged \$50, if not arranged with our office. Insurance companies, Medicare and Medicaid do not cover the no-show penalty fee and patients are responsible for paying it out of pocket. If doctor must cancel for any emergencies, office will notify the patients at the earliest possible time.

Medication Refills

We do not charge for medication refills during business hours (8 am to 5 pm on weekdays) for current patients who maintain their regularly scheduled appointments. Any medication refill requests made during after hours or weekends will be processed on following business day. We generally need 24 hour advance notice for any medication refills. Please leave your name, date of birth, name of medication, dosage and pharmacy number (if needed to be called in) when you call for refill.

Telephone Calls

We return phone calls as soon as possible, mostly on the same day if called before noon, next day if called in the evening. Routine calls received after hours or weekends are returned on following business day. If it is an emergency and can't wait for a physician to return your call, please go to nearest emergency room for immediate attention. Telephone calls are meant for brief contact only.

Termination

Patients can discontinue services at any time if they choose to do so for any reason. But, we can make a proper closure and appropriate transfer of care to other providers if notified to us. We can also transfer necessary medical records to next provider to facilitate continuation of care.

Signature: _____ Printed Name: _____ Date: _____