



PRACTICE POLICY

Please read over our practice policy. If you have any questions, please ask the office staff for clarification.
KEEP THIS FOR YOUR RECORD

OFFICE HOURS:

Monday – Friday 9:30am to 6:00pm

Saturday – 9am to 2pm (Messages Only)

Sunday – CLOSED

CLOSED ON MOST HOLIDAYS: New Year, Easter, Independence, Veterans, Thanksgiving & Christmas

TELEPHONE CALLS:

- Direct number to the front desk is 336-676-4060.
- Calls will be answered during regular office hours and on regular office days. If no one answers at any time, you may leave a message and we will do our best to return your call before the end of the day or the next business day.
- Calls or messages left after hours or on weekends will be returned by the next business day.
- If you need an immediate medication refill, please leave a detailed message with the name of medication and dosage and the office staff will try to get that medication to your designated pharmacy as soon they can.
- If you have an urgent medical/psychiatric need, please call the office immediately for an appointment at 336.676.4060 or go to
 - **Guilford County Behavioral Health Urgent Care**
931 Third St, Greensboro, NC 27405
Phone: (336) 890-2700
- Urgent calls are returned within 24 hours. Urgent appointment availability is within 48 hours.
- If you have an emergency or in crisis, please call 911 or go to the nearest emergency or urgent care center (Address above). Or call:
 - **NC Mobile Crisis Hotline – Therapeutic Alternatives (Other counties) – 1877-626-1772**
 - **Daymark Mobile Crisis (Richmond & Davidson) – 1866-275-9552**
- Providers will respond to email messages as soon as they can.

PRESCRIPTIONS AND REFILLS:

- Patients are responsible for monitoring their medication supply and ensuring they have enough medication to last until their next scheduled visit.
- Prescription refills may be requested by contacting the office, submitting a request through the patient portal, or asking your pharmacy to send a refill request. All requests will be processed and sent to the designated pharmacy the same day or by the next business day.
- Certain medications require a follow-up appointment prior to being issued or refilled.
- New or worsening symptoms will not be treated with new prescriptions without a provider evaluation, which requires an office visit.
- Medications are prescribed solely for the individual patient and may not be shared, sold, or transferred.
- Controlled medications will not be replaced if lost, misplaced, or stolen without a police report.
- All patients prescribed controlled medications must have a signed Controlled Medication Agreement on file.
- Integrative Psychiatric Care follows all DEA and applicable medical board regulations regarding the prescribing of controlled substances. If a provider identifies behaviors such as suspected drug-seeking, noncompliance with the treatment plan, repeated loss, misuse, or diversion of controlled medications, or inappropriate medication management by a caregiver, the practice may discontinue controlled substance prescribing and/or terminate care, in accordance with state and federal law. Other cases where

termination may be warranted are, but not limited to, abusive behavior towards staff, physicians, or other patients, multiple missed and late cancelled appointments. A patient who is terminated will be informed of the reason(s) for termination.

- Urine drug screening may be required for some patients. Patients who undergo urine drug screening will be informed of the reason(s) for the screening as well as the outcome.

APPOINTMENTS

- Please allow adequate time for your initial appointment to complete the check-in process.
- Patients are expected to arrive 5–10 minutes early for all follow-up appointments.
- If you anticipate arriving late, please notify the office as soon as possible. Appointments more than 10 minutes late will be rescheduled.
- Wait times may occasionally occur. We appreciate your patience and understanding.
- Appointments may be scheduled by calling the office or through the patient portal.
- Appointments must be canceled or rescheduled at least 24 hours in advance to avoid a \$75 late cancellation fee. No-show fees must be paid prior to the next appointment. Exceptions may be considered for emergencies.
- All payments and copays are due at the time of service. No exceptions.
- Patients are expected to treat all clinical and non-clinical staff with courtesy and respect.

EMERGENCES

- Please call 911 for ALL emergencies or crisis situations.
- Call the office for a follow-up appointment after any emergency department visit or hospitalizations.
- Call the office with any urgent or safety concerns e.g., worsening symptoms or medication side effects.

PAYMENTS/FINANCIAL POLICY

INSURANCE COVERED PATIENTS

- Patients are responsible for verifying insurance benefits, including copays, deductibles, and coverage limitations, prior to their appointment.
- All copays and patient-responsible balances are **due at the time of service**.
- If insurance covers only a portion of the visit or a deductible applies, the remaining balance is the patient's responsibility and is due at the time of the appointment.
- If a provider is **out of network**, the patient is responsible for the full charge at the time of service, and out-of-pocket costs may be higher.
- If insurance payment is not received within **60 days**, the remaining balance may be charged to the credit card on file. Patients who do not authorize card-on-file payments must arrange payment by another method to avoid the account being sent to collections.
- Patients experiencing financial hardship are encouraged to contact the office prior to their appointment. Financial accommodations may be considered on a **case-by-case basis**.

SELF PAY PATIENTS

- Payment in full is due at the time of service. **No exceptions**.
- Patients are financially responsible for all charges associated with services provided by Integrative Psychiatric Care, regardless of insurance coverage or payment status.

PAYMENT ARRANGEMENTS

- We accept cash, debit cards, and all major credit cards.
- An active credit card is required to be kept on file and may be charged for any outstanding balance after **90 days** of non-payment by your insurance company. Your credit card will be used only for this purpose and for your convenience.
- A notice and/or receipt will be sent to the home address on file notifying you of any payments or charges. Please ensure your contact information is kept up to date.
- As a courtesy, a phone call may be made to the phone number on file regarding non-payment and/or credit card charges. Please ensure your contact information is current.
- **All non-insurance payments and co-payments are due at the time of service.**
- **All no-show and late cancellation fees will be charged to the credit card on file.**
- We do not share patients' payment information with anyone except authorized financial service providers for the sole purpose of processing payments. Patients will be notified if disclosure is required by law.