

## OUTPATIENT CLINIC POLICIES

This information sheet explains our policies and tells you what to expect if you are accepted to receive services in our clinic. Our goal is to provide clear expectations, for ourselves and for our patients, so that we may focus on the most important thing - giving the best care possible.

### Operating Hours

We are open Monday – Friday, 8:00 AM to 5:00 PM.

### Appointment Time

Your appointment time has been reserved just for you, so it is important that you come on time. We ask that you arrive 15 minutes before your scheduled appointment time so that we have time to get you checked in and complete any necessary paperwork. We also ask that you bring all of your medications to every appointment. If for any reason you arrive 15 minutes later than your scheduled appointment time, you may not be seen and your visit may be rescheduled. Please do not arrive more than 15 minutes before your scheduled appointment time. Our clinicians see multiple patients and will not usually have the flexibility to see you early.

### Appointment Cancellation and Missed Appointment Policy

If you need to cancel your appointment, we ask that you call us at (828) 394-6720 at least 24 hours before you are scheduled. This will provide us with enough time to offer the slot to someone waiting for an appointment.

- If you miss an appointment and do not call to cancel it, we will send you a letter informing you that you missed an appointment and asking you to call and reschedule it. We will not automatically reschedule missed appointments.
- If you miss three (3) appointments without letting us know in advance, you risk being dismissed from the practice. Missed appointments prevent others from obtaining care.

We will do our best to ensure that our clinicians are on time. Sometimes an emergency will arise that might cause your clinician to be late. We will try to inform you of this when you check in for your appointment and let you know what time you will be seen. If you wait more than 15 minutes past your appointment time without such notice, please speak with the front desk staff.

Many services are provided in our clinic. The purpose of the Jonas Hill Outpatient Clinic is to provide psychotherapy, consultation on medication and symptom management. Your provider will explain if your individual situation is different.

### Return Visits

Typically, your appointment with your provider will be scheduled for 30-60 minutes. During this time, your provider hopes to work with you to accomplish the following:

- 1) Hear about how you are doing in general,
- 2) Review specific changes to your medical, mental, or lifestyle status,
- 3) Discuss any adverse reactions or problems that you are having with the medications prescribed
- 4) Discuss and agree on a treatment plan

## Unscheduled Visits

If you need to see your provider before your next scheduled appointment, please contact our office at 828-394-6720 during normal business hours. We will do our best to arrange a sooner appointment time for you. Your provider's schedule is usually full each day, so he/she will not be able to see you if you do not have a scheduled appointment.

## Telephone Call Policy

There may be times when you need to speak with your provider other than during your scheduled appointment time. Please call our office and a member of our team will assist you. If you leave a message, we will return your call. Messages left before 12 PM will be returned by the end of the business day. Messages left after 12 PM will be returned by 12 PM the next business day. Please do not leave multiple messages as this could delay our response time.

We realize that it can be frustrating to wait for a return call. Our team provides care at different sites and may not always be available to immediately respond to your call. While it may take up to 48 hours, we make every effort to return calls the same day. The front desk staff is not able to page or call your provider. Repeated calls to the front desk will not result in a more timely response and will only burden the front desk staff thereby making their services to other patients in the clinic less efficient. You may wish to message your provider through My UNC Chart rather than calling.

If your question or need cannot wait for a response, please use these options:

- 1) **Emergencies: "911": If you are experiencing a life-threatening emergency, you need to call "911" or go to your closest Emergency Department.**
- 2) **Urgencies After Hours:** Please call our office at (828) 394-6720 and select option 1. This will connect you to our After Hours answering service.

Please note, this option is only to be used for urgent matters. Do NOT use this option for any of the following:

- To make, cancel, or reschedule appointments
- Questions regarding upcoming appointments
- Medication questions
- Medication refills

## Medication Refill Requests

If your provider prescribes medication for you, he/she will also indicate on the prescription the number of times it may be refilled by your pharmacy. In most cases in order to receive more refills for your medication you will need to schedule a visit with your provider. It is your responsibility to contact our office if you need additional refills before your next scheduled appointment. Do not wait until you run out. Please allow two to four business days once approved by your provider. These requests can be made by telephone (828) 394-6720 or via My UNC Chart.

## Disability Applications and Other Types of Paperwork

You may be in the process of applying for disability benefits, housing, etc., that requires an evaluation by a physician (possibly a Psychiatrist) or documentation from him/her. If you require a disability evaluation, you will need to schedule that with a different, independent provider who specializes in this type of assessment. If you require paperwork other than prescriptions for the medications managed by your provider, you will be directed to your primary care provider or a community-based resource that can assist you.

## Medical Record Requests

Our office cannot provide you with copies of your medical records, nor can we email, print, fax, or send them to someone outside of our network. If you need a copy of your medical records, you must request them from the Health Information Management Department or HIM (commonly called Medical Records). The telephone number for Medical Records is: (828) 757-5111. Their hours of operation are Monday – Friday, 8 AM to 4:30 PM.

## **Fees, Billing, and Insurance Related Questions**

Copayments are due at time of service. Questions about your insurance, copayment, payment options, billing, etc., should be directed to the Billing Office at 1-800-594-8624. When leaving a message, please speak clearly and slowly and provide your name, your date of birth, and a number where you can be reached during business hours.

## **Release of Information**

In order to provide you with the best care possible it is important for us to communicate with your other providers. We ask that you give us the name and address of these providers and sign a release of information form so that we may get your records or speak directly with these providers.

## **Cell Phone Policy**

In order to minimize distractions during your appointment, we ask that you turn off your cell phone during your visit and leave it off until the appointment is over.

**I acknowledge that I have read, understand and accept the Jonas Hill Outpatient Clinic Policies as described above.**

Patient Signature: \_\_\_\_\_

Date: \_\_\_\_\_