

Novant Health Psychiatry and Mental Health Institute Patient/Provider Agreement

Outpatient Services

Welcome to Novant Health Psychiatry and Mental Health Institute Outpatient Services. Our team of qualified professionals is looking forward to providing you with exceptional care. It is recommended that you review the practice policies to ensure you to get the most out of your treatment experience.

Hours of Operation

Our office is open Monday-Friday between the hours of 8 a.m. and 5 p.m.

In case of an emergency, call 911 or go to the nearest emergency room. You may also reach the 24-hour Suicide Prevention Hotline (1-800-273-8255) or the Suicide/Crisis Hotline number 988. **Please remember that MyChart is not to be used for emergency correspondence.**

Policies

Please bring the following with you to your initial visit:

- Insurance Card
- Co-pay (Please check with your insurance company for that amount)
- All current medication bottles
- Current/Valid form of identification

Appointments: Missed, Cancelled, or Rescheduled

- Our practice sees patients by appointment only.
- If you are not able to keep your appointment, please call 3 hours in advance to reschedule or cancel. Failure to do so may result in a delay rescheduling another appointment for your initial evaluation.
- **Attending your scheduled appointments is crucial to your care. If you miss or late cancel THREE appointments within the same year, you may be dismissed from the practice.**
- **Please plan to arrive 30 minutes before your appointment. If you are unable to arrive in a timely manner, you may be asked to reschedule.**
- **For subsequent appointments, you may be asked to reschedule if you are more than 10 minutes late for physician appointments and 15 minutes late for therapy appointments. This request is in order to provide you with the best quality care, and out of respect for the patients that follow you.**
- Patients under the age of 18 will need a parent or legal guardian present during their initial visit. For all future visits, the child must be present, and the legal guardian must be available (by phone).
- If an adult patient has a legal guardian both the patient and guardian must be present for the initial appointment. The patient must be present for all visits.

Payment/Insurance

Please bring your current insurance card. Any co-pay will be due at time of service. If you do not have insurance, please inform the person who is calling you and they will go over our Novant Health self-pay policy with you. As a courtesy we will call your insurance company and verify coverage for your visit, but it is ultimately your responsibility to call your insurance carrier to verify that you have behavioral health coverage and get authorization if needed.

Video Visits

- Please be in a secure quiet area for confidential purposes.
- You must be present in the state of North Carolina to be seen for all video visits.
- For safety and to prevent connection issues, you may not be in a moving vehicle during your visit.



White copy- Chart copy
Yellow copy- Patient copy

Novant Health Psychiatry and Mental Health Institute Patient/Provider Agreement

806671 R 07/28/2022

Patient Name: _____

DOB: _____

(or use patient label)

Name / MR # / Label

Novant Health Psychiatry and Mental Health Institute Patient/Provider Agreement

Prescriptions

The following information may be helpful to you as you plan your prescriptions and refills. Please keep in mind that your prescription coverage is often controlled by policies of insurance companies and any delays are out of control.

- Please call your pharmacy **FIRST** for refills
- There is no after-hours coverage for prescription refills or medication changes.
- Please allow 2 business days for ALL prescription refills
- Please call 1 week in advance for refills of controlled substances (primarily for anxiety, sleep or ADHD).
- Lost or stolen medicines are a special case. In most cases, these will not be replaced. If you have a prescription stolen, you must provide a police report for verification.
- Please leave only ONE message per day as duplicate message only delay the return call back time. Calls made after 4:00 for refills may not be returned till the next business day.

Forms and Letters

- We understand that our patients may need letters or forms completed. This will not be done at your initial visit.
- Many letters require a consent form to be completed.
- Please allow 7 business days for all forms to be completed.
- Per office policy we do not fill out disability paperwork. If you need your records for a disability case, your attorney may request your records with proper documentation.

Outstanding Balances

- If you have questions regarding your bill, please contact our billing office toll free at 844-266-8268.

Our Number One Responsibility is to Provide a Remarkable Patient Experience in Every Dimension, Every Time!

I have read or have had read to me the policies of Novant Psychiatry and Mental Health Institute Outpatient Services. I understand them and agree to follow them.

Patient's Signature Date Time Witness Signature Date Time

The patient is unable to authorize or to sign the foregoing because: Minor Incompetent Other

Signature of Authorized Person Date Time Relationship to Patient

If limited English proficient or hearing impaired, offer interpreter at no additional cost:

Interpreter Accepted _____ Interpreter Refused
(Name/Number of Person/Services Chosen/Used)



White copy- Chart copy
Yellow copy- Patient copy

**Novant Health Psychiatry and Mental Health Institute
Patient/Provider Agreement**

806671 R 07/28/2022

Patient Name: _____

DOB: _____

(or use patient label)

Name / MR # / Label