

Office Policies for New Directions Treatment Center

2990 Bethesda Place, Suite 602B; Winston Salem, NC 27103
Phone: 336-768-8281 Fax: 336-768-5685

Office Visits:

- **Scheduling** – Appointments may be scheduled by contacting the office at 336-768-8281. At this time, we are not able to make reminder calls prior to appointments.
- **Missed or late canceled appointments** – Missed followup appointments or those canceled without 24 hours notice are subject to a \$50 fee. This fee is **NOT** covered by insurance and will need to be paid prior to your scheduling another appointment. Messages may be left on the general message line to cancel appointments after hours when necessary,.
- **Copay or Full Payment is due at time of service.** Cash, Check, Debit and Credit Cards (Visa, MasterCard and Discover) are accepted.

Prescription Refills:

- When prescribed medication, an initial prescription and refills will be provided to last until the suggested follow-up visit. It is the patient's responsibility to schedule a follow-up appointment before the prescription runs out to ensure a continuous supply of medication.
- State medical board guidelines for good clinical care require that patients must be seen on a regular basis. If you do not keep your follow-up appointments, we are not able to continue to provide prescriptions for you. If there is an emergency that has caused you to cancel your appointment we may consider prescribing enough medicine to get you to your next appointment. It often takes 24 hours or longer to review your medical history and decide if the requested refill can be done. Prescription refills that are granted after missed or canceled appointments will be subject to a \$15.00 charge.
- Please call your pharmacy to see if your request was processed before calling the office to request the same refill a second time.
- Routine prescriptions will not be provided on weekends since there is no access to your medical record.
- **Under no circumstances will benzodiazepines (e.g. Xanax, Klonopin, Valium, Ativan, etc.) be called in after hours or on weekends.**

Controlled Substances:

- Prescriptions for stimulants (e.g. Adderall, Concerta and Vyvanse) are required by DEA guidelines to be re-written every three months and can **NOT** be replaced if lost.
- Class II drugs (which include stimulants) can not be called in to a pharmacy under any circumstances and will be written during scheduled appointments **ONLY**.
- We use the NC Controlled Substance Reporting System to check patient history of controlled substance use.

Prior Authorizations:

- There is a \$15.00 charge to complete the paperwork and make phone calls for preauthorizations. Time spent by the office staff completing the preauthorization request is often an hour or more. Insurance companies require this process, but are usually not willing to pay for it, leaving it for the patient to pay.

Services Subject to Charge:

- Telephone consultation, requests for records, and prescription refills not provided during an appointment.
- Completion of form letters and/or reports if not done during an appointment.

Emergency/After Office Hours:

- Should you experience a life threatening medical emergency, please call 911 or go to the nearest hospital emergency department.
- An on-call physician is available after office hours for emergencies only.
- Routine prescriptions will **NOT** be authorized by the on-call physician.

I have read and understand the information listed above and have been offered a copy.

Signature

Date