



North Atlanta Psychiatry

Office Policies and Procedures

Thank you for choosing North Atlanta Psychiatry to be of service to you and your family for your behavioral healthcare needs. Please read these policies and procedures completely, and if you have any questions, do not hesitate to ask for clarifications.

Office Hours:

- Appointment hours: Thursday 8AM – 1 PM, Friday 1 AM – 5 PM
- Appointments can be made by calling to 770-225-3000 during hours 8AM–5PM Monday through Friday.

Emergency Situations / After Office Hours:

- In an emergency, call 911 or go directly to the nearest emergency room immediately.
- For routine calls, please leave a message on our voice mail with a phone number and a time span of when you will be available for a return call. It may take up to 24 hours to return your call.
- In an emergency, call 911 or go directly to the nearest emergency room.
- Emergency calls are handled as a priority. If you are having an emergency of a medical nature, please call 911 immediately. Routine calls will be handled by the office staff. Calls that require the doctor to call you back will be handled as timely as possible. Please leave a phone number and a time span of when you will be available for a return call. We have a 24 hour answering service if your call is urgent and cannot wait until the office is open.

CANCELLATIONS AND NO-SHOWS: Missed appointments or appointments that are not cancelled at least 24 hours in advance will be charged an **administrative fee of \$40.00. This fee is not covered by insurance.** We will be unable to schedule any additional appointments until this fee has been paid. **It is your responsibility to keep your scheduled appointments.**

Office Courtesy: Please consume all food and beverages before you enter our waiting area. Please do not use your cell phone while in our office. Please do not bring babies and/or children to our office. This policy is for their safety and that you and Doctor will be able to concentrate on your quality care. Smoking cigarettes/ use of illicit drugs including alcohol is strictly prohibited.

Maintaining Patient Status: In our area of healthcare, it is very important that you be seen on a regular basis. At the end of each appointment, Dr. Mattam will tell you how long a period of time she would like you to schedule a follow-up appointment in the office. We urge you to make the follow-up appointment before you leave our office in order to schedule the most convenient time for you.

Termination: If you fail to keep and/or maintain follow-up appointments for a period of 120 days or greater, we will conclude that you have terminated the patient-physician relationship. NAP reserves the right to terminate patients for repeatedly missing appointments and not following up with treatment plan.

Important reminders:

- If you would like us to bill your insurance carrier, you must bring your insurance card for each office visit and present it before seen at each appointment.
- You must present a valid state issued photo identification card prior to being seen at each appointment.
- You must inform the office if you have a change in address or insurance information prior to being seen at each appointment.



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Payment: All medical bills are ultimately the responsibility of the patient. Your insurance policy is a contract between you and your insurance company. While our billing professionals will do all they can to help our patients in communicating and negotiating with their insurance plan or other persons, the patient must verify all authorizations and any questions regarding how a claim is processed by an insurance company should be directed to that insurance company, not to our office. Your insurance policy is a contract between you and your insurance company. Remember, you are your own best advocate for any insurance issues. In the event of denials, errors, or non-covered services, the patient is responsible for all services rendered. If payment from your insurance carrier is not received within forty-five (45) days, we will seek full payment from you. If you have a balance on your account for more than 60 days, North Atlanta Psychiatry reserves the right to submit the balance to an outside agency for collection purposes. This will require disclosure of patient’s demographic information, the amount due to the practice, and the cause of the balance.

Completion of Forms: There is no charge for completing very brief forms indicating therapy, medical visit or school absence. However, completion of most other forms and preparation of reports, medical leave forms, letters of medical necessity, school forms etc are subject to fees based on length of the form and determined at the time the form is delivered to the office. Fees for these services are based on copy costs and the amount of time required completing by therapist, physician and administrative staff. Payment is required before or at the time the forms are completed. **NAP charges \$50 for completion of forms.** Court appearances start at \$300/hour and depend on the time spent including the travel.

Prescription Refills: The Physician prescribes sufficient medication to last until the next visit and therefore requests for refills are generally not expected. As a general rule, our office does not call in prescriptions for patients. The Physician expects to see the patient to be sure the prescription is appropriate, to discuss side effects, etc. If an appointment is rescheduled or missed and medication is required, **we charge a \$35 prescription call in fee.** This fee is not covered by insurance and must be paid by the patient before any other services are rendered. Please allow 48 hours for medications to be called in. While we strive to handle all requests as soon as possible, some medicine requests require the signature of the ordering physician and therefore it could take up to 2 business days. When leaving a message for prescription refill, please provide name, date of birth, the pharmacy name and phone number. **We do not honor routine refill requests from pharmacies.** As a patient it is your duty to keep track of your medicine and call the office with required information.

Returned Checks: Checks that are returned to our office will be charged at a rate of \$30 per check. Patients that have had returned checks with this office will need to use another means of payment in the future.

Medical Records: NAP follows the State of Georgia rules regarding medical records.

NAP reserves the right to change rules with out prior notice.

Patient Name (Print)

Legal Guardian Name (Print)

Signature of Responsible Party

Date