



Piedmont HealthCare Psychiatry and Behavioral Medicine
211 South Tradd St.
Statesville, NC 28677
704-978-3570

PRACTICE POLICIES AND GUIDELINES

General Information:

Piedmont HealthCare Psychiatry and Behavioral Medicine is an adult outpatient psychiatric practice staffed by Amy Singleton, MD. Dr. Singleton is a board certified psychiatrist with the American Board of Psychiatry and Neurology and is a Fellow with the American Psychiatric Association. The practice Office Manager is Dreisa Sherrill. The regular office hours are Monday through Thursday from 8:00 a.m. to 5:00 p.m. and closed for lunch from 12:00 to 1:00 p.m. Friday hours are from 8:00 a.m. to 12:00 p.m.

Dr. Singleton only provides outpatient psychiatric services and does not have consulting or admitting privileges at any area hospitals or local psychiatric inpatient facilities. In the event that psychiatric hospitalization becomes necessary as part of your treatment, you will be referred to an in-network, inpatient adult psychiatry unit for admission with plans for you to resume outpatient visits with Dr. Singleton after your discharge.

While Dr. Singleton is out of the office for vacation or business, other area psychiatrists may be asked to provide coverage for emergency issues for Piedmont HealthCare Psychiatry and Behavioral Medicine.

If you are already established with a psychologist or psychiatrist in the community, please notify that provider of your intent to schedule an appointment in this office. Please allow 1 hour for your initial psychiatric assessment and 20-30 minutes for any follow-up medication management appointments.

Patient Compliance:

This office reserves the right to terminate services with patients who do not comply with recommended treatment plans. Other reasons for termination may include excessive cancellations, not taking medication as prescribed, or refusal to develop a payment plan. If for any reason it is decided that your psychiatric services will be discontinued, we will provide you with 30 days of care so that you may locate a new mental health provider. If this occurs, our office will assist with transferring your medical record.

Services NOT Provided:

This office provides care for patients age 18 and older. This office does not provide social work support, ACTT services, community support services, or case management. This office does not complete disability evaluations or provide disability ratings. This office does not provide DUI assessments, anger management classes, or court-ordered psychiatric services.

If your psychiatric illness requires the expertise of a psychiatric specialist, you will be given a referral for these services.

Appointments:

Patients are seen by appointment only and walk-ins are not permitted. Appointments should be made in advance by phone (704-978-3570) or at the time of check-out.

If you are more than 15 minutes late for an appointment, you may be asked to reschedule. If you are late by less than 15 minutes, you may still be seen, but your session will still end at the originally scheduled time.

There is the possibility that emergent issues may arise in the office beyond the provider's control. If this occurs and the provider is running late, the office will do its best to notify you of any delays. In the event that the provider is behind and you cannot wait, please notify the Receptionist so that you may be rescheduled.

No-Shows and Cancellations:

The office requests that appointment cancellations be made by phone at least 24 hours in advance of any scheduled visit. The office reserves the right to terminate services with patients who have 2 or more no-shows or late cancellations in a consecutive 6-month period.

Inclement Weather:

If you are unsure about the weather conditions for safe travel, please call the office. If the office has to be closed due to weather, a voice recording will be posted on the clinic's voicemail notifying patients of clinic closings. Please do not put yourself at risk by trying to make an appointment in inclement weather. Last minute cancellations for inclement weather will not count as no-shows. If the weather in your area causes you to cancel, please be courteous and let us know that you need to reschedule so we are not waiting on you.

Telephone Calls:

If you need to call during daytime business hours, the Receptionist will take a message. In the event that the Receptionist is away from her desk or busy assisting other patients, you may leave a message on the voicemail. We will do our best to return all calls within 24 hours. Please note, however, that voicemail messages will only be checked during regular weekday business hours. Therefore, any messages that are left after-hours or on weekends will not be checked until the following business day.

Our office must have written consent from you to be able to speak anyone who may call on your behalf requesting information or requesting to speak to the physician.

Depending on the complexity and nature of your call, you may be asked to schedule a face-to-face appointment to discuss concerns rather than discussing issues on the phone. Please note that medication changes and psychotherapy will not be provided over the telephone.

Prescription Refills:

This office will work with your pharmacy for prescription refills. You are asked not to call the office requesting refills, but instead to have your pharmacy fax refill requests to our attention. Please allow 48 hours for refill requests to be received and processed by our office.

Refills for certain controlled substances cannot be called in to pharmacies and may instead require hard -copy paper prescriptions. These prescriptions may be picked up at our office.

If you frequently cancel or no-show your appointments, you will not receive authorized refills until you are seen for a recheck. Specifically, if you have not been seen in the office in the last 90 days, refill requests may be refused pending your reassessment face-to-face with the physician.

If you are under a controlled substance contract with this office, you understand that early refills of controlled medications will not be allowed and that this office will be monitoring the NC Controlled Substance Database.

Prescriptions for controlled medications that are lost or bottles of controlled medications that are stolen will not automatically be refilled. You may be asked to provide a copy of the police report of your stolen medication in order to receive future refills in this office.

This practice reserves the right to refuse refills for patients for any reason. This practice also reserves the right to refuse controlled medications for patients for any reason.

Fees/Insurance/Billing:

Piedmont HealthCare Psychiatry and Behavioral Medicine will file insurance for patients. You are encouraged to check with your insurance provider in advance of your appointment to review your mental health benefits and deductible and to ensure that this practice is in-network with your insurance provider.

If you cannot pay your co-pay for any reason on the day of your appointment, you must call and reschedule your appointment for a later date. Co-payments are due in full at the time of service.

For patients who do not wish to file with their insurance or for un-insured patients, a percentage of the associated charges for that visit must be paid at the time of service. If you are un-insured or choose not to file with an insurance carrier and are able to pay the full amount at the time of your appointment, a prompt pay discount of 25% will be applied to your total charges of the visit with this office.

This office accepts cash, check, debit or credit cards as forms of payment.

Please note that this office reserves the right not to reschedule appointments or refill prescriptions for patients who do not make reasonable efforts to pay their bills.

A \$20 fee will be collected for each form, prior to completion of any patient forms. This includes FMLA paperwork, short/long-term disability forms, or any requested letters needed for disability determination, school, work, or jury duty.

Confidentiality and Medical Records:

You have a right to have access to your psychiatric records and may receive a copy when you provide this office with a written request to obtain your records.

This office will not release any information to any person or agency unless you give the office specific, written permission to do so. Your written permission is needed to release information regarding your psychiatric diagnosis, medications, prognosis, and treatment plans to insurance companies, worker's compensation, attorney offices, case managers, or for disability claims. Please be aware that this office cannot discuss anything in person, over the phone, or in writing with your spouse or family without your written authorization. Please make your family aware of this privacy policy.

This office cannot confirm nor deny that any person is a patient in this office without a release of information.

Your medical records and personal information will remain locked in the electronic health record. Piedmont HealthCare staff will have access to necessary medical and logistical information on a "need to know basis" for billing, collections, prescription refills, and scheduling issues. There will be times when a consultation with another healthcare professional is clinically indicated. Additionally, coordination of care with your primary care physician or referring provider is encouraged. You will be asked for consent to share your records with any consulting or referring provider. Any requests for your records will be reviewed by the provider. It is the provider's professional judgment that determines if information will be released.

Please understand that there are some important and necessary exceptions to the rules of confidentiality. These exceptions include but are not limited to the following:

1. This office is required by law to report any suspected child or elder abuse/neglect or any suspected abuse/neglect of an incompetent adult.
2. If during treatment, you make any direct threat to a specific person or entity, this office has a legal duty to warn that individual/entity of your intent and plan.
3. If a patient is believed to be a danger to himself or others, the office must take appropriate steps to prevent harm from occurring. On occasion, this may mean disclosing information if the situation is urgent and if it is believed that you or someone else is in imminent risk of harm.
4. On occasion, the office may need to share specific information about your medications with your pharmacist to ensure safe prescribing. Additionally, your insurance company may require a diagnosis or description of symptoms for certain medications to be authorized or approved.
5. This office may be required by court order from a judge to release your records. If you do not want your psychiatric records released, this office will do its best to attempt to appeal the request.

Crisis Issues:

If you are an established patient and you have an urgent issue during weekday business hours, you may contact the office, and we will do our best to schedule you for a same-day work-in appointment.

If you are an established patient and you have an urgent issue after-hours, on a weekend, or over a holiday, you may call the office at (704-978-3570) and the voicemail will direct you to the emergency after-hours pager. Please understand that the after- hours pager is not to be used for refill requests or non-urgent issues.

In the event of a crisis or psychiatric emergency, you should go to the closest emergency department or call 911 for immediate assistance.

The National Suicide Prevention Lifeline is 1-800-273-TALK (8255).

Piedmont HealthCare Psychiatry and Behavioral Medicine requests that you retain this set of practice policies for your personal reference and that you sign the accompanied form acknowledging your receipt and understanding of these policies.