

Office Information

Office Hours: Monday, Wednesday, Thursday 7:40 am to 4:00 pm
Tuesday and Friday 8:00 am to 4:00 pm
All visits by appointment only, there is no walk in

Office Visits:

- **Scheduling – you must have a scheduled appointment to be seen.** Schedule appointments by contacting the office at our local number (919) 636 1664 and or call toll free (844) 872 6821/(844) TRAUMA1. You can also request an appointment by email at appointments@ptsdclinic.com by providing preferred date and time of day and contact information.
- **Missed or late cancelled appointments:** Notify the office at least 24 hours before your appointment or you will be charged 50% of the appointment fee, even if you did not receive a reminder call. If you miss or late cancel your initial appointment you may not be rescheduled.
- **We do not participate in, and we do not file, any insurance.** Your office receipt will contain the necessary information for you to file your own insurance.
- **We do not participate in, and we do not file, Medicare.** Medicare requires that you sign a private contract with our office at the time of your first visit.
- **Full Payment is expected at time of service.** Cash, Check, Debit and Credit Cards (Visa, MasterCard and Discover) are accepted.

Prescription Refills:

- If you are prescribed medication, you will be provided with an initial prescription and refills to last until the recommended follow-up visit. **It is your responsibility** to schedule your follow-up appointment before the prescription runs out to ensure a continued supply of medication.
- Medication refill requests will be denied if you fail to keep follow-up appointments. To give good clinical care, patients must be seen on a regular basis.
- Only minor changes in your medication regimen can be made between appointments. If a major change in your medication regimen is needed you will need to have an appointment.
- *We do not accept faxed refill requests from your pharmacist because the requests frequently do not match your current medication regimen. We also do not accept automatic refills on e-prescriptions.*
- It may take up to 24 hours for reviewing your medical history and deciding if the requested refill is appropriate.
- 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 refills will not be provided on the weekends.

Services Subject to Charge:

- Telephone consultation, request for records, prescription refills, missed appointments and late cancellations.
- Completion of form letters and/or reports.

Emergency/After Office Hours:

- Should you experience a life threatening medical emergency please immediately call 911 or go to the nearest hospital emergency department.

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

Signature

Date