

## **OFFICE HOURS**

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The office is open Monday thru Friday 8am-5 pm.

## **INTAKES**

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NEW DIMENSION GROUP is a group practice. You may be referred within the group to an appropriate health care provider according to your needs.

## **THERAPY AND DOCTOR'S APPOINTMENTS**

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You and your therapist will work together in order to get a clear indication of what your needs are. Your therapist will schedule an appointment with the Psychiatrist if the need arises.

## **APPOINTMENTS**

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The staff at NEW DIMENSION GROUP strongly believes in the value of your time and will strive to adhere to the scheduled appointment time. Every effort possible will be made to see you at your scheduled time, but it is sometimes impossible to avoid delays due to emergencies and due to unexpected developments in the situation of patients. *Your understanding is this area is appreciated.*

## **MISSED APPOINTMENTS**

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If you need to cancel your appointment, please give as much notice as possible but at least the minimum notice of 24 hours.

## **YOU MAY BE CHARGED FOR CANCELED OR BROKEN APPOINTMENTS WITHOUT 24 HOURS ADVANCE NOTICE.**

Repeated late cancellation of appointments and/or failure to keep scheduled appointments may make it impossible to continue serving you.

## **INSURANCE**

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NEW DIMENSION GROUP currently accepts Medicaid, Medicare, Health Choice, United Health Care, and BCBS. We will submit claims for payment; however, you are responsible for all deductibles and co-pays.

If we do not accept your insurance or if you do not have insurance, there may be some options for payment including state funds, sliding fee scale, or self pay.

If you have serious financial hardships, please don't ignore your balance. Suitable payment plans can be made in such circumstances.

## **RETURNED CHECKS**

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There is a \$25 charge for returned checks. We reserve the right to refuse payment by check if there has been a problem with your checks. In the event your account becomes more than 60 days past due, we reserve the right to terminate the provider/patient relationship, and the account may be placed with an outside collection agency. All costs, fees, and other related expenses of the collection efforts would be borne by the patient/guarantor; (generally, thirty percent is

added to the balance due if the account is sent to a collections agency).

## **TELEPHONE CALLS**

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If your therapist is not available by telephone, you may leave a brief but detailed message for the therapist. Please be specific in your message. If you feel your concern is urgent, please make this clear in your message so that your concern will not be underestimated. Please do not hesitate to call back.

**Most significant medical and therapy questions need face-to-face appointments.**

## **AFTER HOURS, WEEKENDS, and HOLIDAYS**

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NEW DIMENSION GROUP has 24-hour coverage by telephone. If you have an immediate life or death emergency, call 911 or go promptly to an Emergency Room or Urgent Care for assistance.

## **PRESCRIPTION REFILLS**

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It is routine practice to write prescriptions to cover your needs until your next appointment. There should be no need for additional refills if you keep scheduled appointments or reschedule promptly. If an exception occurs and you find your medication is running low, please call the pharmacy and ask them to call the office to approve a refill. Ask the pharmacy to call or fax a refill request.

Refills will be done if you are an active patient and you have a scheduled follow-up appointment. Medication refills require at least two working days' notice. A charge may be applied for medication refills needed because of missed appointments.

**CONTROLLED SUBSTANCES** cannot be refilled by phone.

Medication changes generally require appointments so they can be adequately considered, explained, and discussed.

## **RECORDS**

Medical records requests require up to 14 business days to fulfill. There will be a \$15.00 charge at the patient's request for copying and/or mailing records. However, there will not be a charge for medical records requested by other medical providers for continuation of care.

**A completed, signed Release of Information form is required before records can be released.** If your records are needed for reasons other than continuation of medical care, there may be a delay if you have an unpaid balance on your account. **If you want your records released to you, you must make an appointment with your provider to discuss the details of your records.**

To pick up medical records requests, the person picking up the records must be the patient or an authorized individual on the patient's account. The person must sign for the documents, submit payment (if not already received) and produce a picture ID to confirm identity.

## **CONFIDENTIALITY**

Any confidential information you disclose to us during treatment, or any other confidential information we obtain while attending to you professionally, shall be held in confidence unless you permit us to disclose such information or where we are required or permitted to disclose such information by law.

NEW DIMENSION GROUP may be required **by law** to disclose confidential information in certain cases. The following are examples and are not a complete list:

1. If we assess that you are a clear and imminent danger to yourself or another person, appropriate others may be notified to prevent that occurrence.
2. If there is reason to suspect that child or elder abuse has occurred, the law requires that it be reported to the proper authorities. In addition, we may be required to report to authorities when certain crimes have been committed.
3. In a legal proceeding, the Judge may order disclosure of information he or she feels would be necessary for the proper administration of justice.

We are required by law to protect the privacy of health care information about you and that can be identified with you.

You will be given a Notice that describes our current privacy and information practices.



**NEW DIMENSION GROUP**

# **CLINIC POLICIES**

**416 W. Ridge Street  
PO Box 880  
Rose Hill, NC 28458  
(910) 289-2610**

**1414 42<sup>nd</sup> Street  
Wilmington, NC 28406  
(910) 859-8199**