

# **Piedmont Psychiatric Services**

2094 Woodruff Rd. Greenville, SC 29607

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*Welcome to Piedmont Psychiatric Services. \_\_\_\_\_ has an appointment with Mike Smith on \_\_\_\_\_ at \_\_\_\_\_. Mike is a licensed professional counselor with over 35 years of specializing in individual therapy for mood and anxiety disorders, grief/loss issues, anger/stress management, and occupational injuries. If medication management is needed a referral can be made to one of our psychiatrists here for evaluation. We understand that your decision to seek treatment for yourself or a family member may have not been an easy one and you may have questions about our practice. Below, we have tried to address some of the most commonly asked questions by new patients and provide important information regarding our office policies and procedures.*

## **OFFICE HOURS**

*\*Mike's office hours are from 7:30 am-5:00 pm Mon-Thurs and 7:30am-12:00 pm on Friday. Please note that our office closes early on Friday at 12 noon.*

## **FIRST VISIT**

*\*Please plan to arrive 15 minutes before your scheduled appointment, bringing the completed new patient packet and insurance card(s) in order to process this information.*

*\*The first appointment is an initial assessment and evaluation. Mike will obtain a brief history and overview of presenting problem(s) and will then discuss his findings and recommendations regarding diagnosis and return visits.*

**APPOINTMENTS**

*\*Appointments may be scheduled by calling our appointment line at 864-676-9211 ext.125 or [therapists@piedmontpsych.com](mailto:therapists@piedmontpsych.com) between the hours of 8 am-4 pm M-Thurs., and 8 am-12pm on Friday.*

*\* Recommended follow up appointments can be made after each visit at the front desk. You will be given an appointment card with the time and date, as well as a courtesy reminder call the day before your next scheduled appointment.*

*\*If you are unable to keep a scheduled appointment, please call 24hrs in advance to cancel or reschedule. Late cancellations or “no shows” are subject to charges.*

*\*Excuses for missed time at school or work due to appointment can be given during check out at the front desk.*

**PATIENT CONCERNS/QUESTIONS**

*\*For any patient questions or concerns contact Mike's assistant at 676-9211 ext. 125 or by email at [therapists@piedmontpsych.com](mailto:therapists@piedmontpsych.com) M-Thurs. 8am-4pm and Friday from 8am-12pm. These will be forwarded to Mike for review.*

*\*Calls made during evenings, weekends, holidays, and after noon Fridays, should be for **emergencies** only. In this case, calls are taken by the answering service and then forwarded to the physician on call. There is a \$15 charge for after hour calls.*

**CORRESPONDENCES/FORMS**

*\*Requests for Medical Records, dictated letters, and completion of forms (i.e., disability, return to work statements, etc.) can be obtained for a charge. The charge varies by form needed and the length and complexity of the request. Fees must be paid when the form is presented. Please contact Medical Records at 676-9211 ext. 126 or [medicalrecords@piedmontpsych.com](mailto:medicalrecords@piedmontpsych.com)*

**BILLING/INSURANCE**

*\*As a courtesy to our patients, we submit claims for up to 2 insurances. **It is the patient's ultimate responsibility to pay any deductible amounts or any other balance not paid by your insurance company.** It is recommended that the insurance company be contacted so that the limits of coverage are fully understood.*

*\*Co-pays, co-insurances or deductibles that are not made at the time of service, will incur a \$15 non-payment fee and follow up appointments cannot be scheduled.*

*\*Billing personnel are available M-Fri. 9:00am-4:00 pm at 1-855-558-4649.*

***I have read the information stated above and agree with the policies and procedures as presented.***

Signed \_\_\_\_\_ Date \_\_\_\_\_

# Mental Health Benefits- Insurance Form

Patient Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Physician/Therapist Name: \_\_\_\_\_

## Insurance:

Name of Insurance: \_\_\_\_\_ Effective Date: \_\_\_\_\_

Insurance ID: \_\_\_\_\_ Group #: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ Employer: \_\_\_\_\_

Benefit period: \_\_\_\_\_ Max # of visits per year: \_\_\_\_\_

Co-pay: \_\_\_\_\_ Co-Insurance: \_\_\_\_\_

Individual Deductible: \_\_\_\_\_ Family Deductible : \_\_\_\_\_

OOP MAX (Individual): \_\_\_\_\_ OOP MAX (family): \_\_\_\_\_

## Prior Authorization:

Date Requested \_\_\_\_\_ Authorization #: \_\_\_\_\_

Number of visits: \_\_\_\_\_ Start Date: \_\_\_\_\_ End date: \_\_\_\_\_

This information was verified by \_\_\_\_\_ on \_\_\_\_\_.  
(Name of person you spoke with) (Date)

## Policy Holder's Information:

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Social Security Number: \_\_\_\_\_ Relationship to patient: \_\_\_\_\_

*Piedmont Psychiatric Services has called and verified mental health benefits for the above patient. I understand that the information provided to PPS by my insurance carrier is not a guarantee of benefits or payment, but is an attempt to determine and validate proper coverage. I understand that I am responsible for any amount not covered by my insurance carrier and that if payment is not made at time of service, I will be charged \$15.00 for non-payment. Appointments cannot be rescheduled until patient's account is current.*

Patient/Guardian: \_\_\_\_\_ Date: \_\_\_\_\_

If you have questions please call 676-9211 ext 125 or email [therapists@piedmontpsych.com](mailto:therapists@piedmontpsych.com) or you may call our billing department at 1-855-558-4649.

# Directions to Piedmont Psychiatric Services

## **From Greenville or locations West of South of Greenville.**

### **From Interstate 85**

*\*\* Exit onto Woodruff Road. Go approximately two and a half miles toward the town of Woodruff (not toward Greenville)*

*\*\* Cross the bridge over I-385. You will go past Walmart on your left, pass Goodwill and BB&T on your right.*

*\*\* Immediately after BB&T, look for a sign on your right that says Woodruff Road Professional Park. (You should see Pizza Inn and Culvers on your left) Turn right into Woodruff Road Professional Park.*

*\*\* We are the second to last building on the left—Piedmont Psychiatric Services Building #2094*

### **From Interstate 385**

*\*\* Exit onto Woodruff Road. Go approximately two miles toward the town of Woodruff (not toward Greenville)*

*\*\* Go past Walmart on your left, and Goodwill and BB&T on your right.*

*\*\* Immediately after BB&T, look for a sign on your right that says Woodruff Road Professional Park. (You should see Pizza Inn and Culvers on your left) Turn right into Woodruff Road Professional Park.*

*\*\* We are the second to last building on the left—Piedmont Psychiatric Services Building #2094*

### **From Greer**

*\*\* Drive South on Highway 14. Cross the bridge over I-85. Stay on Highway 14 for approximately five miles to the intersection of Highway 14 and Woodruff Road. A landmark at that intersection is McDonalds on your right.*

*\*\* Turn right onto Woodruff Road. You will see an Allstate Insurance Company on your left and a sign that says Woodruff Road Professional Park. (You should see Pizza Inn and Culvers on your left) Turn left into the Park. We are the second to last building on the left-- Piedmont Psychiatric Services Building #2094*

### **From Spartanburg-- and other locations East of Greenville**

*\*\* Go South on Interstate-85 (toward Greenville)*

*\*\* Take Exit 56, Which is Highway 14. Exit 56 is the exit immediately following the Greenville/Spartanburg Airport. At the top of the ramp at Exit 56, turn left onto Highway 14.*

*\*\*Go across the I-85 bridge and continue on Highway 14 approximately five miles to the intersection of Highway 14 and Woodruff Road. There will be a McDonalds on your right.*

*\*\* Turn right onto Woodruff Road. There will be an Allstate Insurance Company on your left and a sign that says Woodruff Road Professional Park. (You should see Pizza Inn and Culvers on your left) Turn left into Woodruff Road Professional Park.*

*\*\* We are the second to last building on the left-- Piedmont Psychiatric Services. Building #2094*

**IF YOU GET LOST PLEASE CALL 864-676-9211 PRESS OPTION 2**

## PIEDMONT PSYCHIATRIC SERVICES

### Section A. Patient Information

Patient name: Last \_\_\_\_\_ First \_\_\_\_\_ Middle \_\_\_\_\_

Sex M or F S.S.# \_\_\_\_\_ Marital Status S M D W D.O.B. \_\_\_\_\_

Race \_\_\_\_\_ Ethnic Group \_\_\_\_\_ Preferred Language \_\_\_\_\_

Address \_\_\_\_\_ Zip \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_

Home#(\_\_\_\_\_) \_\_\_\_\_ Cell # (\_\_\_\_\_) \_\_\_\_\_ Preferred Contact Method: Home or Cell

E-mail: \_\_\_\_\_

Are You Employed: Full Time Part Time Are You a Student: Yes No If Yes, School Attended \_\_\_\_\_

Patients Employer \_\_\_\_\_ Telephone(\_\_\_\_\_) \_\_\_\_\_

Employers Address \_\_\_\_\_ City, State Zip Code \_\_\_\_\_

**Section B. Responsible Party Information (Parent, Guardian, Power of Attorney). If any information is the same as above, please indicate by writing "same" in appropriate section**

Relationship to patient: Self Spouse Parent Other

Name: Last \_\_\_\_\_ First \_\_\_\_\_ Middle \_\_\_\_\_

Mailing Address \_\_\_\_\_ City, State, Zip Code \_\_\_\_\_

Home Telephone (\_\_\_\_\_) \_\_\_\_\_ Driver's license number \_\_\_\_\_

Social Security Number \_\_\_\_\_ Date of Birth \_\_\_\_\_

Employer \_\_\_\_\_ Telephone (\_\_\_\_\_) \_\_\_\_\_

Employer's Address \_\_\_\_\_ Occupation \_\_\_\_\_

E-mail: \_\_\_\_\_

### Assignment of Insurance Release

**Please remember that insurance is considered a method of reimbursing the patient for fees paid directly to the provider and is not a substitute for payment. Some companies will pay fixed allowances for certain procedures, and others pay a percentage of the charge. It is the patient's ultimate responsibility to pay any deductible amount, co-insurance, or any other balances not paid for by your insurance company. If we are filing your claim we will allow forty-five days from the billing date for the carrier to process your claim and make payment accordingly. If payment from your insurance company is not received within the time frame specified above we will notify you to clear your account. Filing to the insurance company is only done as a courtesy to the patient. I certify that I have read and understand fully the provider's billing policy, and agree to make payment in full and /or satisfactory arrangements when asked to do so as specified above.**

To the extent necessary to determine liability for payment and to obtain reimbursement, I authorize disclosure of portions of the patient's record. I hereby assign all medical and /or surgical benefits, to include major medical benefits to which I am entitled, including Medicare, Private Insurance, and other health plans. This assignment applies to all charges outstanding as of the date of signature and will remain in effect for all current and future charges until revoked in writing. A photocopy of this assignment is to be considered as valid as the original. I understand that I am financially responsible for all charges whether or not paid by the insurance carrier. I hereby authorize said assignee to release all information necessary to secure payment. Should the account be referred to an attorney for collection, the undersigned shall pay reasonable attorney's fees and collection expense.

Our patient "Bill of Rights" and "Notice of Privacy Policies" are posted in the lobby of the office. We strongly encourage you to review these notices completely and ask any questions on areas that you do not understand. It is your responsibility to know and abide by both policies.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Parent (if minor) \_\_\_\_\_ Date \_\_\_\_\_

**Consent to Examination and Treatment**

I consent to have Piedmont Psychiatric Services including its professional staff perform/ order examination(s), psychotherapy, related mental health treatments, and order/refill medications when deemed necessary.

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Release of Confidential Information**

Physician : \_\_\_\_\_  
Name of doctor/or practice name Phone/Fax#

AND/OR THE FOLLOWING INDIVIDUALS: (FAMILY MEMBER, SPOUSE, ETC.)

\_\_\_\_\_  
Name Relationship to patient

\_\_\_\_\_  
Name Relationship to patient

\_\_\_\_\_  
Name Relationship to patient

The following information may be released:

- Insurance & Billing  Current Treatment Notes
- Appointment Date & Time  All of the above
- Discuss Treatment Plans (ex: medication)
- I do not wish to release any of my medical information

I understand that I may revoke this consent at any time except to the extent that action has been taken based on this authorization. I also understand that this authorization shall not expire unless I revoke it in writing.

\_\_\_\_\_  
Signature of patient or Legal Guardian Date

# NEW PATIENT QUESTIONNAIRE

Name \_\_\_\_\_ Age \_\_\_\_\_ Marital Status \_\_\_\_\_

Educational Level \_\_\_\_\_

Employment Status/Occupation \_\_\_\_\_

Name of Referring Physician or Therapist \_\_\_\_\_

	<u>Yes</u>	<u>No</u>
<u>Cannot Sleep</u>		
<u>Sleeping Too Much</u>		
<u>Loss of Appetite</u>		
<u>Recent Weight Loss</u>		
<u>Increased Appetite</u>		
<u>Recent Weight Gain</u>		
<u>Loss of Energy</u>		
<u>Loss of Motivation</u>		
<u>Loss of Interest in Pleasurable Activities</u>		
<u>Decreased Interest in Sex</u>		
<u>Difficulty Concentrating</u>		
<u>Feelings of Hopelessness</u>		
<u>Suicidal Thoughts</u>		
<u>Frequent Crying Spells</u>		
<u>Too Much Energy</u>		
<u>Racing Thoughts</u>		
<u>Periods of Quick Anger or Agitation</u>		
<u>Periods of Excitement or Elation</u>		
<u>Overspending Money</u>		
<u>Anxiety Attacks</u>		
<u>Recurrent of Repetitive Thoughts or Worries</u>		
<u>Repetitive Behaviors or Rituals</u>		
<u>Hearing Voices</u>		
<u>Seeing Things that Others Do Not See</u>		
<u>Paranoid Feelings of Suspiciousness</u>		

## *Areas of Stress*

*Problems with Primary Family*

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*Educational Problems*

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*Occupational/Work Problems*

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*Financial Problems*

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*How Much Alcohol do you Drink?*

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*Is There Anyone in Your Family With a History of Psychiatric Problems or Treatment?*

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## *General Information*

*Have you previously received psychiatric treatment?*

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*Please list all Current Medications*

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*Please list any allergic and/or adverse reactions to medications*

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*Please list active medical problems*

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