

Welcome,

Please read the following information about sliding scale fees, appointment cancellations, phone calls and emergencies.

<b>Sliding scale fees:</b> Initial Consultation	\$ 110
Return medication visit	\$ 70

Sliding scale is for patients without health insurance who meet the income guidelines for a reduction (based upon household income).

**Copy of Records:** \$20 if patient requests a copy for own use.

**Insurance:** Be sure to check your health insurance coverage for outpatient mental health care. Usually, there is a yearly deductible and a co-payment for each visit. If you are not eligible at the time services are rendered, you are responsible for full payment. We will file your insurance as a courtesy to you. However, payment is ultimately the responsibility of the patient or the responsible party.

**Cancellations:** If an appointment is missed or canceled with less than 24-hours notice, you may be billed directly \$40.

**Electronic messages:** Once registered, this is the easiest and most convenient way to contact Ms. Eby for questions, medication refills, appointment changes. Available only for non-emergency or administrative issues, Ms. Eby responds to confidential electronic messaging through the secure internet portal at [www.patientally.com](http://www.patientally.com).

**Phone calls:** Ms. Eby returns calls by the end of each business day. If you do not hear from her by the end of the day, she did not get the message. Please call again.

**Emergency procedures:** If you need to contact Ms. Eby, leave a message on her voicemail or send her a message through [www.patientally.com](http://www.patientally.com). If an emergency arises, go to the nearest Emergency Room or call 911.

**Medication refills** are electronically sent to your pharmacy on weekdays only if you have a scheduled appointment. Controlled substances are prescribed only at scheduled office visits. No medications are called to pharmacy on weekends, holidays, or nights.

**Online checks** are available through [www.patientally.com](http://www.patientally.com), a portal for your confidential provider message exchange and eVisits. Most insurance companies at this time don't cover the \$35 cost of the visit, which can be paid online with a credit card. Many patients appreciate the convenience of these visits, which are ideal if you want a visit, but can't schedule an appointment. These types of visits are for non-emergencies only and prescriptions are sent electronically to your pharmacy. If it's determined that an office visit is necessary, you will not be charged. For more information about these visits see [www.psychiatristknoxville.com](http://www.psychiatristknoxville.com) for more information. Then, if you have more questions, please call 690-0962.

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Signature of Patient or Legal Representative

Date

**Access Psychiatry**  
[www.psychiatristknoxville.com](http://www.psychiatristknoxville.com)