Carolina Psychiatric & Wellness
EVERY MIND MATTERS

2800 Village Way | Trent Woods, NC 28562
Phone 252-637-7300 | Fax 252-637-1772

Policies and Patient Information

General Office Policy

Please be advised that no children under the age of 12 years of age to be left unattended in the waiting room.

New Patients

New Patients are required to arrive at least 20 minutes prior to your scheduled appointment time to fill out new patient paperwork. You are required to bring any/all insurance cards with you to your first appointment and any subsequent office visits. Patients are responsible for any and all services not paid by their insurance company. We collect benefit information, request authorization and bill your insurance company as a courtesy. If for any reason there is a problem with coverage, you will be responsible for payment. If you are responsible to meet a deductible with your particular insurance plan, you will be required to pay for your visit in full at the time of service. If you are uninsured, it is also required that you pay for you visit in full at the time services are rendered. We accept Visa, MasterCard and Discover Card as well as cash, money orders and will accept personal checks after your initial visit to our office.

A $25 returned check fee will be charged for checks returned for lack of funds. A returned check will also in Carolina Psychiatric and Wellness, PLLC refusing to accept future personal checks

New Patient-Reschedule/Cancellation Policy

We ask that if you find the need to cancel or reschedule your new patient appointment, please give the practice 24-hour notice by calling our office. Carolina Psychiatric and Wellness, PLLC holds a policy that states failure to give 24-hour notice to reschedule or the cancellation of a new patient appointment could result in the inability to make any appointments with our practice in the future.

Late Policy For Established Patients

Our office allows a 10-minute grace period arrival time to your appointment. Anything later 10 minutes however, you will need to reschedule. A $25 fee might also be added to your account, which would need to be paid before your next appointment.

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Appointments for Established Patients

All appointments that are not cancelled at least 24 hours in advanced are subject to $25.00 late cancel fee. Also if you do not show up for your appointment there will be a $25.00 charge to your account. This $25.00 charge must be paid prior to your next visit.

If you are going to be 10 minutes or later for your scheduled appointment, you will have to get rescheduled.

Prescriptions

There is a 72-business hour turn around time for ALL prescriptions. Please request your prescriptions one week in advance. Please wait for a call back and/or check with your pharmacy. Please allow 72 business hours if you are expecting a return call or are checking with your pharmacy. Please know that we are doing our best to complete your request as soon as possible. Pick-up times for prescriptions, paperwork, etc. are Mon-Th 8:30 AM - 4:30PM and Fri 8:30 AM - 4 PM.

Medical Records

There is at least a 14 to 21 business day turn-around time now for all medical record requests. Please allow at least 14 business days before following up on your request. Please note:

Our office DOES NOT fill out disability forms/paperwork.

WE LOOK FORWARD TO PROVIDING THE BEST POSSIBLE CARE FOR YOU.