

Policies

New Patient Policy

If you are interested in becoming a patient at Eastern Carolina Psychiatric Services, please contact us at 252-637-7300 Monday thru Friday between the hours of 8:30a.m. and 5:00p.m.

We will make every effort to schedule an appointment that works best with your schedule. We know how important it is to you to be seen promptly to begin the healing process.

New Patients are required to come at least 20 minutes early to their appointment as you will be required to fill out new patient paperwork. ***Note: for your convenience you can print out, sign, and bring with you the new patient paperwork from the forms section of this web site.**

Please bring your insurance card with you to your first appointment. It will be necessary for you to pay your copayment at the time of service. If you are responsible to meet a deductible with your particular insurance plan you will be required for you to pay for your visit in full at the time of service. If you are uninsured you will need to pay for your visit in full at the time of service. We accept Visa, MasterCard and Discover cards, as well as cash, money orders and will accept personal checks after your initial visit to our office.

A \$25.00 returned check fee will be charged for checks returned for lack of funds. A returned check may result in Eastern Carolina Psychiatric Services refusing to accept future personal checks.

Patient Responsibility

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.

Reschedule/Cancellation Policy - New Patient

We ask that if you find the need to cancel or reschedule your new patient appointment, please give the staff 24 hour notice. Eastern Carolina Psychiatric Services carries a policy which states that failure to give 24 hour notice of reschedule/cancellation for a new patient appointment could result in the future inability to schedule with the practice again.

Current Patient Policy

Eastern Carolina Psychiatric Services carries a policy that for appointments not rescheduled/cancelled at least 24 hours prior to the appointment there will be a \$25.00 fee billed directly to the patient and it will be necessary to pay this prior to being seen. If you are going to be 10 minutes or more late for your scheduled appointment, it will be necessary for Eastern Carolina Psychiatric Services to reschedule your appointment.

Change of Insurance

If you have a change in insurance, it is the responsibility of the patient to call the office at least 24 hours in advance of your next scheduled appointment. We will need to collect your new insurance information and verify your benefits. If you fail to do so, we will be happy to help you reschedule your appointment.