



Welcome to our office. We would like to thank you for the opportunity to provide your outpatient psychiatric care. We have listed below some general information about our practice and our office Procedures. If you have questions that are not answered below, please feel free to contact us.

Ways to Contact Our Office Phone, Fax & Email

Phone (864) 987-9747, Fax (864) 987-9770 Website: www.sherbondypsychiatric.com and choose contact then the (email our office) button. Or our email is sherbondys@sherbondypsychiatric.com

Physician/Nurse Practitioner Information

Shane Sherbondy, M.D. is Board Certified in General Psychiatry, Child and Adolescent Psychiatry & Addiction Medicine

David A. Cook, M.D. is Board Certified Specializing in Addiction Medicine

Donna Ambrose, APRN - Advanced Practice Registered Nurse Practitioner, Psychiatric Clinical Nurse Specialist.

Tammie Gainey, APRN – Advanced Practice Registered Nurse Practitioner, Specializing in Psychiatry.

Lavena Wilkes, APRN – Advanced Practice Registered Nurse, Psychiatric Nurse Practitioner

Elizabeth Shatten, APRN – Advanced Practice Registered Nurse, Psychiatric Nurse Practitioner

Counselor /Therapists

We currently have, Carin LaBoon, Licensed Professional Counselor/Therapist, Wendy Frisby, Licensed Marriage and Family Therapist

Business Hours- Lunch Hour (12pm-1pm) CLOSED

We can be reached at (864) 987-9747 from 9:00am to 12:00pm - 1:00pm to 4:30pm Monday through Thursday and Friday-**CLOSED**. During Lunch and after hour’s emergencies, please call **911** or contact our answering service at (864) 987-9747.

New Patient Appointment

Although we make every effort to verify insurance benefits, we are advised by the insurance companies that quotation of benefits is not a guarantee of payment. Please be aware that in most cases your mental health benefits are completely different than your regular medical benefits. Most providers require an authorization or pre-certification for your visits with our office therefore you will need to call your insurance company for **out-patient** mental health benefits. One of our Insurance specialists will be following up with your insurance company a couple days prior to your visit. **You may call the day before your visit to find out how much your visit will be if you so desire.**

Your Appointments

Please be on time for your appointment if you are **10 minutes** late for **Dr. Sherbondy or Practitioner** you will have to reschedule. If you are **15 minutes** late for a **Therapy** appointment you will have to reschedule. A Late fee may be charged.

No Show Appointments

You must call our office 24 hours in advance to cancel an appointment. No show appointments and/or late cancellation will result in a charge to your account which will not be covered by your insurance and must be paid at or prior to your next visit. Repeated no shows / cancellations could result in discharge from the practice.

Office Location

Our office is located on Woodruff Road between I-385 and Highway 14. Across the street from the Wal-Mart on Woodruff Road, Find the Discount Tire Store. Turn beside the discount tire store onto Prado Way. Continue on until you see Adley way on your right. Turn on to Adley way and our office will be on your right 225 Adley Way.

Payment Procedures

You must pay any co-pays, coinsurance or deductibles at time of service. We are in network with most insurance providers and participate with Medicare. We do not, however, accept Medicaid. As a courtesy to our patients, we will file your claims to your insurance provider. Please understand that any balances not paid by your insurance will be your responsibility.

Inclement weather Please call the office to see if we are closed should we have inclement weather. Also check channel 7 and Fox Carolina News.

I, _____ have read and understand the information above and I accept the Policies and Procedures of the practice.

Signature

Date