



*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](http://www.sherbondypsychiatric.com) and choose to contact then the (email our office) button. Or our email is [sherbondys@sherbondypsychiatric.com](mailto:sherbondys@sherbondypsychiatric.com).

**Physician/Physician Assistant/Nurse Practitioner Information**

Shane Sherbondy, M.D. is Board Certified in General Psychiatry, Child and Adolescent Psychiatry & Addiction Medicine, Travis Davis, M.D. Addiction Medicine, Jason Flashing, PA-C, Keith Turner, PA-C, Caitlan Walsh, PA-C, Marolyn Little, NP, General Psychiatry, Ashley Richards, NP, Jared Carbone, NP, Lina Zapata, NP.

**Counselor /Therapists**

We currently have, Wendy Frisby, LMFT, /Therapist, Amanda Williams, LPC, /Therapist.

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

We can be reached at (864) 987-9747 from 9am to 12pm -1pm to 4:30pm Monday through Thursday and Friday- **9-12 -1-3**. During Lunch and after hour's emergencies, please call **911** or 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, Nurse Practitioner or Physician Assistant** 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. You may call and or email to cancel your appointment 24 hours in advance to avoid a late fee.

**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, is the Discount Tire Store. Turn beside the Discount Tire store onto Prado Way. Continue until you see Adley way on your right. Turn onto 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. We do not accept **Medicare, Medicaid, Humana, United Health Care, UBH or Magellan**. As a courtesy to our patients, we will file your claims to your insurance provider that we are in network with. Please understand that any balances not paid by your insurance will be your responsibility. If this account goes to collections, you will be responsible for 30% fee added to bill.

**Inclement weather Please call** and or **email** 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: \_\_\_\_\_