



WELCOME TO THE REDI CLINIC

This informational packet is designed to help you understand our policies and procedures along with your rights as our client/patient. Please read this packet and if you have questions, feel free to ask. Your signature is requested throughout this packet indicating your understanding and willingness to participate and abide by these policies. We appreciate your trust and confidence in us. We take pride in our training, knowledge, and capabilities, and we want you to know that we are dedicated to giving you quality health care.

OFFICE HOURS: The REDI Clinic take calls 24 hours per day, seven days per week. To reach a provider during office hours, or to make or change an appointment, please call the clinic directly:

The REDI Clinic – Wauwatosa (414) 727-4455
Monday-Thursday (9am-8pm)
Friday (9am-12pm)

After hours, our answering service will relay your messages to the provider on call.

If your call is an emergency and you do not have time to call us, please call 911 or go directly to your local Urgent Care or Emergency Room.

INSURANCE AND BILLING INFORMATION

VERIFICATION OF INSURANCE BENEFITS & PRECERTIFICATION: Your insurance carrier will be contacted to verify outpatient mental health benefits. Some managed care companies require pre-certification, pre-authorization, or a referral prior to treatment. It is your responsibility to obtain the necessary information for treatment at The REDI Clinic. You also will be responsible for any deductible, co-payment, or co-insurance not covered by your insurance plan.

Insurance claim forms are completed by this office as a courtesy to you. We do not accept responsibility for collecting your claim, or negotiating a settlement on a disputed claim.

MONTHLY STATEMENTS: A statement of your account will be sent to you monthly. It is expected that you will make regular payments on any outstanding balance (if any). If you wish to arrange a payment plan, you are encouraged to discuss this with your therapist, or the person in charge of billing. (Note to parents of a minor child: It is the clinic's policy to accept the parent signature on the financial responsibility form as an agreement to be responsible for payment of the minor child's services. If a divorce occurs in the course of your child's treatment, it is still the responsibility of the signing parent to make sure payments are made in a timely manner on your account. It is not the responsibility of The REDI Clinic to determine the financial responsibility of the minor child after the divorce has occurred. Therefore, the parent or guardian who signs the financial responsibility form will remain the responsible party until the bill is paid in full.)

APPOINTMENT POLICY: Scheduled appointments can be cancelled up to 24 business hours in advance without penalty. If you do not cancel outside of 24 hours or do not show up, you will be charged a \$50 fee. This fee is not billable to insurance. Multiple late cancellations and/or missed appointment can result in termination from your clinic.

Please see other side...



CLIENT RIGHTS AND GRIEVANCE PROCEDURE

As a client at The REDI Clinic, you have the right to:

- Be treated with dignity
- Have confidentiality of all treatment records
- Review your treatment record
- Prompt an adequate treatment or rehabilitation
- To meet with a psychologist or physician

If you feel that any of these rights have been abridged or have questions concerning any aspect of treatment, please talk with your therapist. If you are not satisfied, you have the right to submit, in writing to The REDI Clinic, a statement of your concerns or complaints. When received, your statement will be reviewed, and within thirty (30) days, you will receive, in writing, a response. (If you are a Dean Health Plan subscriber, you may contact Dean Health Plan Customer Service with your concerns or complaints.)

You have the right to contact your client rights specialist to file a grievance or to learn more about the specific grievance process used by the agency from which you are receiving services. Your Client Rights Specialist, Barbara Goodman, LCSW can be reached at (608) 768-4545.

Please sign this letter indicating that you have read and understand your rights as a REDI Clinic patient. Thank you.

(signature)

(date)