



PATHWAY CLINIC



WELCOME TO PATHWAY CLINIC, S.C./ 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 at the end of 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: Pathway Clinic has offices in two locations (Prairie du Sac and Spring Green), but you would call the Prairie du Sac office to schedule or cancel appointments, or to reach one of the staff at either clinic. The REDI Clinic is a division of Pathway Clinic, and has two locations (Wauwatosa and Delafield). Both REDI clinic locations can be contacted using the same number. Check for the listing of hours at whichever location or clinic you are receiving treatment.

Pathway Clinic and The REDI Clinic take calls 24 hours per day, seven days per week. To reach a provider during office hours, please call one of the following numbers:

Pathway Clinic – Prairie du Sac (608) 643-3663
Monday-Fridays (8am-5pm)

The REDI Clinic (414) 727-4455
Monday-Thursday (9am-8:30pm)
Fridays (9am-5pm)

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.

PRESCRIPTION REFILLS: Just as we cannot treat illnesses over the telephone, we cannot prescribe new medications over the telephone except in the case of an emergency. We will handle your medications only prior to *running out of medication*. If your regular doctor is out of the office, an on-call doctor will prescribe only enough medication for you to get by until your regular doctor returns. Please avoid calling for refills on Fridays to ensure a prompt turn around.

When calling for a prescription refill, please have the following information available:

- Name of medication(s)
- How many milligrams in each pill/tablet
- How many you take per day
- Your date of birth
- Pharmacy phone number (this should be on the prescription label)

Please see other side...



PATHWAY CLINIC



INSURANCE AND BILLING INFORMATION

VERIFICATION OF INSURANCE BENEFITS & PRECERTIFICATION: Your insurance carrier will be contacted to verify outpatient mental health benefits. Many 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 Pathway Clinic or The REDI Clinic. You also will be responsible for any deductible or co-payment 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 both clinics’ policy to accept the parent signature on this 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 Pathway Clinic or The REDI Clinic to determine the financial responsibility of the minor child after the divorce has occurred. Therefore, the parent of guardian who signs the responsibility form will remain the responsible party until the bill is paid in full.)

CLIENT RIGHTS AND GRIEVANCE PROCEDURE

As a client at Pathway Clinic, S.C., or 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 Pathway Clinic, S.C., or 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 Pathway Clinic or REDI Clinic patient. Thank you.

(signature)

(date)