



## WELCOME TO PATHWAY CLINIC, S.C.

### Pathway Clinic REDI Clinic

This informational packet is designed to help you understand our policies and procedures along with your rights as a client. Please read this packet and if you have questions, feel free to ask us. 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 the highest quality, evidence based health care.

**OFFICE HOURS:** Pathway Clinic has offices in two locations: Prairie du Sac and Spring Green. You would call the Prairie du Sac office at 608-643-3663 to schedule or cancel appointments, or to reach a staff member at either clinic location. Check for the listing of hours at whichever clinic you are receiving treatment.

REDI Clinic is located in Wauwatosa and specializes in providing care for individuals with eating disorders. To schedule an appointment or reach a staff member at this clinic the phone number is 414-727-4455.

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

**(608) 643-3663 Pathway Clinic - Prairie du Sac  
Spring Green**

**(414) 727-4455 REDI Clinic**

After hours our answering service will relay your message to the provider on call. You can reach the answering service by calling your clinic number and following the instructions.

**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.**

**FEE INFORMATION:** The initial session, called an assessment, will take approximately 60-75 minutes. There will be a number of forms for you to complete before the initial session, therefore we ask you arrive 15-20 minutes prior to the scheduled appointment time.

Treatment sessions vary in length depending on need. Assessment and treatment session fees vary in amount, depending on the type of clinician and the length of the session - see the fee schedule for more information.

**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 if you are under our care. If you need a prescription refill, please call *several days prior to needing the medication refilled*. If your regular doctor is out of the office, an on-call doctor may prescribe only enough medication for you to use until your regular doctor returns.

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 pills/tablets you take each day

- Your date of birth
- Your pharmacy phone number (this should be on the prescription label)

## **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. Your responsibility is to obtain the necessary information for treatment at Pathway Clinic or REDI Clinic.

You also will be financially 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.

**NO SHOW POLICY:** Pathway Clinic and REDI Clinic policy requires a 24-hour cancellation notice, or a “no show” fee may be charged to you. Insurance does not pay this charge, therefore paying this charge is your responsibility.

If you fail to follow clinic policy, you may risk termination of treatment after two late cancellations, or “no show” appointments.

**MONTHLY STATEMENTS:** A statement of your account will be sent to you monthly. The expectation is that you will make regular payments on any outstanding balance. 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 Policy of both clinics’ to accept the parent signature on this form as an agreement to be responsible for payment of the minor child’s services with either clinic. 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 REDI Clinic to determine the financial responsibility of the minor child after the divorce has occurred. Therefore, the parent or 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, or REDI Clinic, you have the right to:

- be treated with dignity
- have confidentiality of all treatment records
- review your treatment record
- prompt and 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, or 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.)

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

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(SIGNATURE)

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(DATE)