

## CUSTOMS AND COURTESIES

The Better Mood Clinic of South Georgia, LLC is a therapeutic environment. Your appointment is just for you! Please help us provide you the best possible services by observing the following guidelines:

- Keep our surroundings serene by keeping noise levels down
- Cell phones are great devices, however, here they have come vices
  - For privacy and good manners, leave them in your car or silence them
  - If on call or if a true emergency occurs, put them on vibrate
- Bring only essential people to your treatment sessions
  - Patient, parents or caregivers if patient is a minor or war of the state
- No children can be left in the waiting area. Please arrange childcare
- Be on time and check in upon arrival
  - Advise our staff if you are waiting more than 15 minutes
- Emergencies occur here; we appreciate your tolerance if your appointment is delayed
  - You too will receive the extra time and TLC if you are having a crisis
- Payment and co-pays are due at the time of service
  - Balances are due within one month of service
- A \$50 fee is charged for each no-show or cancellation with less than 24 hours notice
  - We do not double book appointments; your time is allocated **just for you**.
- HIPAA requires that we protect **all** your medical and health information
  - Only those **you** identify will be given any information on your care

Thank you for helping us with our goal to provide a positive experience. With your assistance, we can help you achieve a **Better Mood**. We appreciate the opportunity to serve you.