

New Patient Instructions

You have requested a new-patient appointment at SunPointe Health (SPH). Your assistance in providing SPH with thorough information will facilitate the scheduling process.

If you have been referred by your family doctor or other healthcare provider, please ask them to fax any pertinent records to us at (814) 272-2884.

Relevant forms needed for scheduling an appointment may include:

1. Registration form*
2. Credit Card Authorization
3. Testing Financial Policy
4. Release of Information – for any past mental health treatment (last 7 years)**
5. Adult or Pediatric (age 16 and under) Pre-Evaluation Form

*Patients age 14 and over must sign all areas on the Registration. The person who is financially responsible must sign the very bottom of the form as guarantor.

Effective 6/12/17, it will be mandatory that a credit card number be obtained for the file. The credit card information is stored in a secure and confidential location within our computer system. The card will only be used in the event you are billed for an amount that is due and it remains unpaid for more than 45 days.

You may still use other methods of payment at each date of service to pay for your co pays or deductibles. You will sign an authorization form for your card to be used for any unpaid balance.

If you have had any previous mental health treatment or relevant medical care, it will be necessary for you to sign a **Release of Information so that we can obtain those records. Please review the form carefully and complete accordingly. It is very important that you include the full name of the provider from whom we are receiving records – as well as their full address, phone and fax numbers and the exact start and end dates of treatment. It is not sufficient for only the “start and end” date boxes to be checked off. Failing to enter any of this information will cause your Release to be declined from your previous provider and may delay scheduling an appointment for you.

It is important that all relevant information is gathered in order to make an accurate diagnosis and to develop an appropriate treatment strategy. With this in mind, the **Pre-Evaluation Form** has been developed to collect information prior to the appointment in order to use the time within the appointment as effectively as possible.

You may call the Intake Department any time to answer any questions you may have – the direct line is (814) 272-3112. You may also send us an e-mail with your questions at info@sunpointehealth.com.

Please plan to arrive thirty minutes early for your first appointment. Please bring your insurance card and photo ID with you. Be prepared to pay all co pays and deductible amounts at every visit.

Our goal is to provide the best possible service to you. We look forward to meeting you and providing the best mental health care possible.