

BIO-BEHAVIORAL MEDICAL CLINICS, INC.

1060 W. Sierra Avenue, Suite 104 (Business Office, Suite 105)

Fresno, CA 93711

PH: (559) 437-1111 -- FX: (559) 437-1118

Website: bbmc-inc.com

Bio-Behavioral Medical Clinics, Inc. is committed to providing effective and efficient treatment to our clients. Our well-qualified staff will assist you in finding positive solutions.

ASSESSMENT: The initial contact will include an overview of the situation. Our physicians and therapists will work with you to develop treatment strategies and positive solutions.

BRIEF MODEL THERAPY: Our philosophy includes participation in treatment. Our clinicians provide guidance to set achievable goals, assist in practicing new behaviors, maximizing the benefits of your support system, and gain the knowledge and skill to continue personal growth beyond the therapeutic setting.

REFERRALS: For patients/clients who wish to continue treatment beyond the HMO or insurance benefits, our clinicians will provide treatment options and resources. The staff is knowledgeable in community resources that are cost-effective.

CRISIS INTERVENTIONS: BBMC therapists have experience in assisting patients/clients through critical situations. They will guide you through the immediate crisis and develop a treatment plan to resolve the presenting problem.

FEES: All fees are due at the time services are rendered. Patients/Clients are responsible for the co-payment, deductible, and any other fees as outlined by their insurance benefit plan.

CANCELLATION POLICY: Our staff has reserved time for your scheduled appointment. BBMC requires a 24-hour advance notice of appointment cancellation. A fee of \$30 will be charged for missed appointments, or if appointment is not cancelled within 24-hours. Please telephone our office during regular business hours, 9:00 AM to 5:00 PM, Monday through Thursday or Fridays, 9:00 AM to 12:00 PM. You may leave a message with the answering service during non-office hours.

PRESCRIPTION REFILLS: After having the initial prescription filled by your pharmacy, additional refills can be obtained by having the pharmacy call our office. Refills are authorized by your physician or "on call" physician. Please be sure you have sufficient medication to last until your next visit. Please call our office if you need help and our staff will assist you.

COMMITMENT TO QUALITY: BBMC values our customers. We will mail a client survey questionnaire to you at the end of treatment. Please return this confidential evaluation with your honest opinions about our service. If you have other complaints, please feel free to contact our office and express your concerns or mail your comments to 1060 W. Sierra Avenue, #105, Fresno, California 93711.

CONFIDENTIALITY: All services at BBMC are confidential. No public health information will be disclosed or released without your written consent, unless required by State or Federal law.