

## **What to Expect When You Refer to Us**

- ✓ Your office is kept *In the Loop*.
- ✓ Your Patient will be called within 2 business days.
- ✓ We will attempt contact up to four times, leaving messages &/or emails over a three-week period.
- ✓ If no contact is made &/or calls/emails are not returned you will be notified via fax.
- ✓ When the patient's first appointment is scheduled you will be notified via Epic (Novant Docs) or fax of the time/date.
- ✓ Call us anytime if you have any questions about the status of any referred patients.

### **MDD will:**

- ✓ Review with patient/client: all MDD policies and procedures, insurance options and any potential out-of-pocket costs.
- ✓ Provide the referring doctor with a progress note after each consultation.

**704-246-6808 Main Referral Fax Line**

[www.MDDHelp.com](http://www.MDDHelp.com)