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# Terms and Conditions / Patient Financial Responsibility

Effective Date: June 17, 2026

## Overview

These Terms and Conditions apply to the use of the Aesther Behavioral Health Services LLC website, patient communications, appointment scheduling, telehealth services, and payment for services.

By using our website, scheduling an appointment, accessing the patient portal, or receiving services from Aesther Behavioral Health Services LLC, you agree to the terms outlined below.

## Services

Aesther Behavioral Health Services LLC provides behavioral health services, which may include psychiatric care, evaluations, therapy-related services, medication management, referrals, coaching, telehealth visits, and related clinical services.

Services may be provided in person or through telehealth when appropriate.

## No Guarantee of Results

As with all healthcare services, results are not guaranteed. Aesther Behavioral Health Services LLC does not promise or guarantee any specific outcome, cure, diagnosis, or treatment result.

## No Emergency Services

This website, email, voicemail, telephone messaging, and the patient portal are not intended for emergencies.

If you are experiencing a medical or psychiatric emergency, call 911 or go to the nearest emergency room.

If you are experiencing a mental health crisis, substance use crisis, or suicidal thoughts, call or text 988 for immediate crisis support.

## Patient Portal and Communications

The preferred method of communication is through the HIPAA-compliant patient portal.

Patients may also receive appointment reminders or other health-related communications by phone, voicemail, text message, email, or patient portal message.

Email and standard electronic communications may not be fully secure and should not be used for emergencies or urgent medical concerns.

## Telehealth

Telehealth services may be offered when appropriate. Telehealth can provide convenient access to care, but it also has limitations, including possible technical issues, interruptions, privacy risks, and limited physical examination capability.

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A provider or patient may discontinue a telehealth visit if the connection or format is not adequate for the situation.

Patients participating in telehealth are responsible for using a private location, reliable internet connection, and appropriate device.

Telehealth services are not emergency services.

## **Payment Terms**

Patients are responsible for payment of all applicable fees, including self-pay charges, copays, deductibles, coinsurance, missed appointment fees, administrative fees, past-due balances, and any other amounts not covered by insurance.

Payment may be required before or at the time services are provided.

All outstanding balances must be paid in full before the next office visit unless other arrangements have been approved.

## **Card on File and Past-Due Balances**

Aesther Behavioral Health Services LLC may keep a payment card on file through its electronic health record, patient portal, payment platform, or other approved system.

The card on file may be used for authorized payments, balances due, missed appointment fees, late cancellation fees, and past-due balances.

If an account becomes past due, Aesther Behavioral Health Services LLC may take reasonable steps to collect the balance owed. Accounts that remain unpaid may be referred to a collection agency or attorney, and the patient may be responsible for collection costs, attorney fees, court costs, and related expenses as permitted by law.

## **Phone Calls**

Phone calls that require 10 minutes or more of the provider's time may be charged as a minimum visit fee of \$40 per 15 minutes or may be billed to insurance when applicable.

## **Forms, Letters, and Documents**

Special forms, workplace documentation, insurance forms, letters of medical necessity, and similar documents require provider time and may be charged an administrative fee of \$50 per document or letter.

Fees must be paid in advance. If a document requires additional time or complexity, a higher fee may apply and will be disclosed before the document is prepared.

## **Refunds, Cancellations, and No-Shows**

Refunds, cancellations, late cancellations, and no-shows are governed by our Refund, Cancellation, and No-Show Policy.

Patients are required to provide at least 48 hours' notice to cancel or reschedule an appointment. Missed appointments or appointments cancelled without sufficient notice may result in a \$75 cancellation or no-show fee.

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## **Supplements and Other Items**

If supplements, vitamins, medical-grade foods, nutritional products, homeopathic remedies, or similar items are purchased, they are not eligible for refunds, credits, or exchanges once purchased or released from the office.

## **Insurance**

If insurance is accepted, patients remain responsible for understanding their insurance benefits and for any amounts not paid by their insurance company.

Verification of benefits is not a guarantee of payment by an insurance provider.

## **Website Information**

Information on this website is provided for general informational purposes only and does not replace professional medical advice, diagnosis, or treatment.

A provider-patient relationship is not created by visiting this website, submitting a contact form, sending an email, or leaving a voicemail.

## **Third-Party Links and Platforms**

Our website may include links to third-party platforms or services, including patient portals, scheduling tools, payment platforms, or telehealth systems.

Aesther Behavioral Health Services LLC is not responsible for the content, security, availability, or privacy practices of third-party websites or platforms.

## **Changes to These Terms**

Aesther Behavioral Health Services LLC may update these Terms and Conditions periodically. Any updates will be posted on this page with a revised Effective Date.

## **Contact Us**

If you have questions regarding these Terms and Conditions, please contact:

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