

## The Family Clinic Office Policies

### Office Hours

Our office is open Monday, Tuesday and Thursday from 8:00-5:00 pm, Wednesdays from 10:00-7:00 pm, and Fridays from 8:00-4:00 pm.

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### Making an Appointment

We see patients by appointment only, though same day appointments are usually available for urgent care or sudden illness.

- If it's been a year since your last check-up, call for a complete preventive care exam.
  - If you need to schedule allergy shots, blood draws, or blood pressure checks, please contact the office for the best available times.
  - Disease management is one of our most important ways of keeping you healthy. For our patients with diabetes, asthma, high blood pressure, and heart disease, regularly scheduled visits are very important.
  - When you're sick, a call to the office early in the day will help us schedule you for a same-day visit. If you have made the appointment for yourself, please don't ask us to see another family member or friend during your appointment time. We would be happy to schedule an appointment for them at another time.
  - If your address, phone number, or insurance has changed, please let us know while scheduling your appointment so that we can have the most up-to-date record for you.
  - Patients under the age of 18 must be accompanied by a responsible adult or have written permission, for treatment, from a parent or guardian.
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### Urgent Need or Sudden Illness

We have a limited number of same day or "walk-in" appointments available every day.

- Please call early in the day, as these spots fill up quickly.
  - If there are no available appointments with your physician, the receptionist will offer an appointment with another available physician or ARNP.
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### Complete Physical Exams

We believe that routine, annual complete physical exams are very important to the maintenance of good health.

- Screening labs with your annual exam are highly recommended.
  - Insurance benefits for annual exams vary.
  - Some policies cover "wellness" and others cover visits when you have a complaint.
  - Please learn about your specific benefits prior to your appointment so you will know what is covered by your insurance plan.
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### When You Arrive

Please sign in and update your information.

- Plan to arrive 15 min before your appointment time to complete your registration, insurance information, medical history and preventative care measures.
  - When you first arrive, please register with the receptionist.
  - Please bring your insurance cards and a valid photo ID to your appointment. We regret that we cannot see you if you do not have a valid photo ID and will have to reschedule your appointment.
  - Self-pay patients (those with no insurance); please be prepared to pay for your visit at the time of service. A first time visit is \$80 and subsequent visits are \$60.
  - Please be courteous. We ask that you do not bring food or drinks into the waiting room. Once you are in the exam room, please turn off your cell phone
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### When You Are Late For an Appointment

Your time is valuable - and so is the doctor's.

- Please be prompt.
  - If you arrive 15 minutes or more after your scheduled appointment time, your appointment may need to be rescheduled.
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### Cancelling Your Appointment

Please give us 24 hours advanced notice.

- A \$25.00 fee will be charged for each no show.
  - Please call us as soon as you know you won't be able to make your appointment. Calling the day before will help us to make that appointment available to someone who may need urgent or sick care.
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### When You Need Us After-Hours

If you have an urgent medical situation when the office is closed, call 911 right away.

- If your urgent medical need is not life threatening, and it is during normal business hours, please call the office. We will help you determine the best plan of care.
  - If you are experiencing a medical emergency or you believe you are experiencing a life threatening situation, call 911 immediately, or go to the emergency department of your nearest hospital.
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### Lab Work

Some lab work we do in our office, drawn by one of the medical assistants.

- Other lab work we send out to a reference lab. Usually this blood is drawn by the phlebotomist who is employed by the lab.
  - In some situations, insurance company requirements dictate that we send out lab work we could otherwise do in our office.
  - If you want lab work to be sent to a specific lab, i.e., Quest, make sure you tell us every time.
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### Your Results for Diagnostic Testing

We know that you want to know the results of your lab tests and other diagnostic testing as soon as you can.

- When test results are returned to the office, they are first reviewed by your doctor or provider. As soon as they are available, our nursing staff will notify you of your results either by phone or by letter. Please do not call to request test results before two weeks have passed.
  - You may be asked to call the office and make a follow-up appointment with your doctor to discuss the test results and follow-up plan, if necessary.
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### Refilling Your Prescription

- The best time to get a prescription refill is at your appointment.
  - If you need a general prescription filled, contact your pharmacy. The pharmacy will notify your provider through a secure electronic prescription refill system or by fax.
  - Don't wait until you have run out to request a refill. We require 72 hours to refill a prescription, as most refills require the doctor's approval.
  - Don't go to the pharmacy to wait for your prescription to be called in. Call them first to see if it's ready.
  - Some medications have potential side effects that must be monitored. We require check-ups every 3 or 4 months for these medications. Be sure to keep those follow-up appointments.
  - Some prescriptions cannot be called in. The prescription must be in writing, on paper for you to pick up
  - Don't call after hours for prescription refills. There is no access to your chart and we may not be able to help you.
  - If you need a refill for a controlled medication, please call the office to schedule an appointment. We are no longer able to refill controlled substance medications over the phone.
  - We do not prescribe narcotics for chronic use. If you require use of narcotics, our physicians will refer you to a pain management specialist.
  - If you use a mail order prescription service, you can pick up these at our office. We do not fax or call in mail orders.
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### Referrals for Specialty Care

Our Referral Specialists will assist you in scheduling and appointment.

- Our Referral Specialists are dedicated to helping patients find the right specialist. There are many things to consider- your doctor's special orders, whether the specialist participates with your insurance company, and getting an appointment scheduled as soon as possible.
  - If you have questions about a referral made by your doctor, you can reach the Referral Specialist at 850-265-3606.
  - As a patient, it is your responsibility to ensure that your test results are returned to our office, and that you keep the appointment that has been set for you.
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### When You Need a Form Filled Out

We are happy to help you when we have advance notice.

- We are happy to accept medically related forms that require your doctor's signature.
- First, fill out all of the information about the patient, like your name, address, date of birth, social security number, and employer. Make sure to sign your name if the form requires it.
- Then give the form to the receptionists at the front desk. They will forward your form to the nurse, who will then route it to your provider.
- We cannot complete forms for pick up on the same day. We will return the form to you within 7 to 10 business days.

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## Nurse or Medical Assistant

We often refer to staff that assist our providers as “nurses”.

- Most of them are not technically “nurses” because they are not licensed by the state as an LPN or RN.
- Most are “Medical Assistants” which means they have technical school or on-the-job training in providing medical assistance to the physicians.
- Medical Assistants will take your blood pressure, weigh you, ask about your symptoms, give injections, schedule tests and call in prescriptions.
- Medical Assistants work under the direct supervision of the doctor.

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## Speaking With A “Nurse”

To speak with a nurse, you can choose that option when calling or be transferred by the receptionist

- Often, when calling the nurse is working with the physician or another patient.
- Please leave a detailed message with your name and date of birth.
- She will return your call as soon as possible, usually the same day if it is during our regular business hours.

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## Sending Your Records to Another Doctor

You may request a copy of your medical record.

- When patients are referred to a specialist or other facility for follow-up care, a complimentary copy of the medical record is forwarded to the doctor.
- Sometimes, our patients will need a copy of their medical record in order to transfer to another doctor. A records release form must be filled out in order for our records department to transfer your records to another doctor.
- Our patients may request a copy of their medical record for themselves, an insurance application or legal representation. The patient, insurer, or legal counsel will be billed at \$0.75 per page.

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## No Insurance

- Payment will be due at the time of service.
- If you are unable to pay your balance in full, you will need to make prior arrangements with our Accounts Manager.

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## Insurance

Although we are contracted with several insurance companies, it is your responsibility to make sure that our physician is in your plan. It is also your responsibility to know your insurance benefits.

- As a courtesy to our patients we will file primary insurance forms from our office. We do not regularly file secondary insurance except for Medicare recipients. In order to do this we will require information from you.
- We will need all of your demographic and insurance information prior to your appointment. We will also need an update on this information approximately every six months thereafter.
- We ask that at the time of your appointment you bring your insurance card and a photo ID as well as any other forms that will assist in making sure that your claim is filed correctly.
- At the time of service you will be responsible for all fees that are not covered by your insurance, including co-pays, co-insurance, deductibles and non-covered services or items received. The co-pay cannot be waived by our practice, as it is a requirement placed on you by your insurance carrier.
- We strive to be as accurate as possible in calculating your responsibility but, with so many variations in policies and fee schedules, we are not always exact.
- You may receive a statement from our office for any balance due. For your convenience we accept cash, checks, credit cards (Visa, MasterCard and Discover), and money orders. Payments are also accepted by phone.

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## Paying Your Bill

Convenient, fast and easy! In the office, by phone or by mail.

- Payment for your visit is due at the time of service. You may have a co-pay, co-insurance, or deductible that will be due at the time of your visit.
- Our knowledgeable and experienced billing department is ready to help you with payment and insurance related questions. They are available Monday through Thursday, 8:00am until 4:30pm.

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## Auto Accident

- If your injury is a result of an auto accident, you are required to pay for services and then collect from the auto carrier.
  - We will not file your insurance but will provide you with a receipt to do so.
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## Dismissal

If you are “dismissed” from the practice it means you can no longer schedule appointments, get medication refills or consider us to be your doctor. You have to find a doctor in another practice.

### ***Common Reasons for Dismissal***

- Failure to keep appointments, frequent no-shows
- Noncompliance, which means you won't follow physician instructions about an important health issue
- Abusive to staff
- Failure to pay your bill

### ***Dismissal Process***

- We will send a letter to your last known address, via certified mail, notifying you that you are being dismissed.
  - If you have a medical emergency within 30 days of the date on this letter, we will see you.
  - After that, you must find another doctor.
  - We will forward a copy of your medical record to your new doctor after you let us know who it is and sign a release form.
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## Worker's Compensation

If your injury is due to an accident in your work place, please inform the receptionist immediately.

- We are not authorized to treat you for this type of claim.
  - You will need to contact your supervisor for instructions on how to file a worker's compensation claim. We regret any inconvenience this may cause.
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## Billing

If you receive a bill from us, it is because we believe the balance is your responsibility.

- Please contact your insurance company first, if you think there is a problem.
- If you have any questions about your bill, please call our billing department.
- If you cannot pay your entire balance, please call to make payment arrangements.