

OFFICE POLICIES

Thank you for choosing St. Luke's Medical Clinic. We realize that you have a choice in selecting healthcare and are honored that you have chosen us. Our entire staff is committed to providing our patients with the highest quality of care possible. In doing so, we would like to provide you with some information regarding our office policies. Please feel free to speak to the Practice Administrator if you have any questions concerning our policies.

OFFICE HOURS – Although appointment times vary for each physician, our office staff is available by telephone 8:00 AM to 5:00 PM Monday through Friday. We have an answering service that will answer your calls before and after our scheduled office hours, and during lunchtime. In the event your call is an emergency, please call 911 for assistance. If you need to make an appointment or get a prescription refilled, please call during regular office hours. Refills on controlled substances and/or narcotics **MUST** be refilled during business hours.

When you call the office during regular office hours, please keep in mind that we have a high volume of calls coming into the clinic every day. The physicians and nurses are tending to the needs of scheduled patients and may not be able to answer or return your telephone call until the end of the day. So that we can assist you in an adequate time and manner, please be prepared to give the receptionist all pertinent information. If you need a prescription refilled, please provide the name of the medication, the pharmacy number, and a number where you can be reached. Your call will be returned as soon as possible.

APPOINTMENTS – St. Luke's Medical Clinic is committed in providing continuous coverage and quality care to our patients. To ensure that all our patients get adequate and efficient service, we ask that you request your appointments well in advance. When calling for an appointment, please give the receptionist your name, telephone number, your chief complaint, the physician you are requesting to see, and any new personal or insurance information. Please be aware, well-woman exams, physicals, and major examinations require extensive work-up. These services are scheduled at specified time-slots during the day and may not be scheduled in conjunction with other routine exams or follow-up exams.

An automated service will call the primary phone number listed on file to remind you of your appointment.

All patients must notify the office of any cancellations within 24 hours of their scheduled appointment. Failure to notify the office may result in a \$25.00 fee assessed to your account.

INSURANCE – St. Luke’s Medical Clinic will be happy to file your insurance claims as a courtesy. You are responsible to pay, **at the time of service**, any co-pays, deductibles, co-insurances, and any non-covered services, as stated in your insurance contract. If we are unable to verify your insurance coverage before your appointment, you may either reschedule your appointment or be held responsible for all fees accrued on that particular date of service. If your insurance company does not pay your claim within 60 days, the charges will be your responsibility.

Please remember that it is your responsibility to inform our office, **at the time of check-in**, of any changes in your insurance coverage. Failure to do so could result in services that are rendered to you becoming your financial responsibility.

FORMS/LETTERS – We will be happy to complete forms and write medical letters for you upon your request. The fee for this service varies depending on the form, but most forms do not exceed \$25.00 per form, and payment is collected when you pick up the form(s). Please allow 10 business days for us to complete the form. Medical letters printed on company letterhead are \$10.00 per letter and payment is also collected when you receive the letter.

MEDICAL RECORDS – Requests for your medical records must be done in writing. We have a special form for medical release of information. Your first copy of medical records is at no charge but after that a charge will be assessed for copies of your records. The standard medical records fee is \$25 for the first 20 pages and \$0.50 for each additional page.

PAYMENT – Please remember that payment is due at the time of service. For your convenience, we accept cash, checks, Mastercard, Visa, Discover, American Express, ATM and Debit Cards. There is a \$25.00 fee assessed for returned checks.

In the event that your account becomes past due, and all efforts to collect payment have failed, your account may be referred to a collection agency.

THIRD PARTY LIABILITY – We do not file insurance claims for third-party accidents, i.e. motor vehicle insurance or property insurance. You will be asked to make full payment at the time of service, and you will need to file the claim with your insurance company.

I have received a copy of the Notice of Privacy Practices: _____ (Please initial)

Again, thank you for choosing St. Luke’s Medical Clinic.

Patient’s Signature

Date