



Office Policies

Making an Appointment

Request an appointment:

- If it's been a year since your last check-up, call for a complete preventive care exam.
- If you need to schedule 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 and other chronic conditions 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 or next 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.

When You Arrive

- 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 front desk.
- Please bring your insurance cards and a valid photo ID to your appointment.
- All patients please be prepared to pay for your visit at the time of service.
- Please be courteous. Once you are in the exam room, please turn off your cell phone.

Paying Your Bill

- 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.
- You can pay your bill online at our website: <http://www.johnsonfamilymedical.com/pay-online/>
- Our knowledgeable and experienced billing department is ready to help you with payment and insurance related questions. They are available Monday through Friday, 8:30am until 4:30pm at biller@johnsonfamilymedical.com. *Please note that ALL questions regarding Labs should be

When You Are Late for an Appointment

Your time is valuable - and so is the Nurse Practitioner's

- Please be prompt.
- If you arrive 10 minutes or more after your scheduled appointment time, your appointment may need to be rescheduled.

Cancelling Your Appointment

Please give us 24 hours advanced notice.

- A \$45.00 fee will be charged for each no show and or same day cancellation. 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.

- If you are a new patient and you re-schedule twice and or no show your first appointment, our office will not make any future appointments.
- If you are already an established patient, your first no show and or same day cancellation will result in a \$45 no show/same day cancellation fee. And a letter notifying you of the no show and reminding you to cancel appointments.
- If you no show two appointments without calling to cancel, you will receive a letter, which also will be sent to your insurance company, notifying you of your termination from the practice.

When You Need Us After Hours

If you have an urgent medical situation when the office is closed:

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.

- When you call our office after hours, the prompt will direct you to the correct extension and then forward your message to the on-call Provider. Once message is received Provider will determine plan of care, if deemed as non-emergent, call will be returned on the next business day.
- 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.
- **DO NOT USE EMAIL for MEDICAL EMERGENCIES or REFILLS.** See Above for Medical Emergencies.
- **After Hours Fee \$25.00**

Refilling Your Prescription

- When you need a general prescription filled, contact your pharmacy. The pharmacy will notify your provider through a secure electronic prescription refill system called E-Rx. Check with your pharmacy to see if they participate in the E-Rx system. If they don't, your provider will provide you with hard copies of your prescription to bring to your pharmacy.
- 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.
- Refills are sent during regular Business hours. **NOT** After Hours.

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 provider. 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.
- Questions regarding billing from Lab Co. should be directed to their billing office:
BioReference: 1-800-229-5227 Quest: 1-866-697-8379

Referrals for Specialty Care

Our Medical Assistant will assist you by sending your records.

- Our Medical Assistant is 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.
- If you have questions about a referral made by your provider, please call our office at 469-656-4602.

When You Need a Form Filled Out

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

- We are happy to accept medically related forms that require your provider's signature.
- First, fill out ALL the information about the patient; 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 front desk. They will forward your form to the medical assistant, 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.

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 to transfer to another doctor. A records release form must be filled out 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 \$25 for the first 20 pages, then \$0.50 per page thereafter up to 45 pages. Should this exceed 45 pages a pre-paid UPS envelope (patient cost) is required in addition to copy fee.

BY SIGNING BELOW PATIENT(S) AKNOWELDGES THEY HAVE READ AND UNDERSTAND OFFICE POLICIES (Copies made upon Request).

Patient Signature: _____ **Date:** _____