

Policies & Procedures

***Confidentiality** is an issue that is taken seriously by our staff. Your medical information is personal and should be kept private except per your request or permission. Confidentiality and privacy are regulated by HIPAA, a governmental agency, and it is our policy to follow the guidelines set forth by this agency.

Every employee is required to sign a confidentiality agreement which protects the patients by prohibiting the sharing of private information during and after his or her employment.

***Sanitation & Disinfection** should be extremely obvious while visiting our office. We go to great lengths to reduce the spreading of germs and bacteria, and to prevent others from becoming sick. It is our policy to ensure that our working areas throughout the office are cleaned and disinfected daily with chemicals designed to kill almost all germs and viruses including MRSA and HIV. We strive to keep our restroom facilities in immaculate condition. If any of our facilities are ever in need of attention, please do not hesitate to let one of our staff members know so that we may rectify the situation as quickly as possible.

***Accuracy** of information is as important as well. In order for us to provide the courtesy of submitting the claims to your insurance company, please make sure that your personal and insurance information is always up to date and if there are any changes please inform us as soon as possible.

***Billing & Collections**: We are providers for many insurance companies, and will be happy to submit the claims for you. However, please be aware that there are literally hundreds of insurance companies out there, all of which have different ways of doing things. It is very difficult to maintain operations without strict policies for billing and collections, so it is vital that there are some guidelines in place. The most important guideline is that you, as a patient, are aware of what your insurance will cover, what your deductibles and co-payments are, and what you should be responsible for at the time of your visit.

***Appointments & Scheduling**: You, as a patient, have the right to choose which provider you would like to see for scheduled appointments. Our policy is that if you are sick, and want to be seen that day, we will see you that day. However, we have excellent providers here, and most of the time their schedules are pretty full. If you are requesting a sick visit for that day, you may not be able to see the provider of your choice. We ask that you understand that we do our best to accommodate all of our patients, and those with scheduled appointments must be treated fairly.

***Prescriptions** are handled by our nursing staff in a very efficient manner. If you request a prescription or refill, we will gladly call it in to the pharmacy of your choice, or have it written out for you to pick up. Our policy is that all prescription requests before 4:00pm will be processed that day. All requests after 4:00pm will be processed the following day. We do ask that patients not bring in a prescription request and expect to have it processed while they wait. It does take some time to find the medical record and document the information properly.