

Practice Policies for New Patients

Patient Name: _____ Date of Birth: _____

CHECK IN: For virtual visits, please upload your picture ID and all insurance cards to the MyBaptistChart portal.

INSURANCE and PAYMENT: Your copay is due at the time of each visit and does not include other charges that your insurance company deems to be your responsibility. This includes, but is not limited to, deductible or co-insurance. Any outside balances are due upon receipt of your statement. If you have questions about what your insurance plans covers, please call your insurance carrier.

ARRIVAL/LATE ARRIVAL: We ask that you arrive 30 minutes for New patients and 15 minutes for follow up/established patients prior to your appointment time. Please help us maintain our schedule by being on time for your appointment. If you are going to be late for your scheduled appointment, please call to confirm that your provider will be able to see you.

NO SHOW/CANCELLATIONS: If you find you cannot keep your scheduled appointment, we require notification 24 hours in advance. If you have more than 3 cancellations or No-Show appointments, this can result in dismissal from this practice.

PRESCRIPTIONS/REFILLS: Please contact your pharmacy for any prescription refills. At the time of your office visit, our providers make every effort to ensure you are provided with enough refills to last until your next scheduled appointment. If a situation should arise in which you are not able to make your scheduled follow up appointment, please contact our office as soon as possible. If you are unable to reschedule your appointment before you run out of medications, your provider will consider whether or not an exception can be made. If a prescription is written by a physician outside of your primary care physician's office this practice, it will only be authorized for refill after evaluation and management of that condition by one of our medical providers.

CONTROLLED SUBSTANCES POLICY FOR NEW PATIENTS: For chronic pain that requires monthly opioid medications such as Percocet or Hydrocodone, you may need to be managed by pain management. For severe anxiety that requires monthly prescription of Benzodiazepines such as Xanax or Clonazepam, you may need to be seen by a psychiatrist. When prescribed, prescriptions will follow FDA guidelines and may require a dosage reduction.

MEDICAL FORM/LETTERS: Our office requires that ALL patients are up to date on physical wellness exams before physical forms are completed. Forms are completed during your office visit. Some forms not able to be completed during your visit will require a fee for completion.

REFERRALS: To process a referral for a new complaint or complaint that has not been recently evaluated, you will need to schedule an appointment. If you are referred to a specialist for either treatment or a diagnostic test, please allow 3-5 business days for this information to be processed with your insurance company. The information will be sent directly to the specialist and the specialist will be contacting you for an appointment. If you have NOT heard from the specialist within 7-10 business days of being seen in our office, please contact our office so that we may assist you in getting the necessary appointment.

AFTER HOURS: If you are experiencing a medical emergency, please call 911 or seek immediate attention in the nearest emergency facility. If you are experiencing a mental health crisis, please call 988 or text HOME to 741741. For offices equipped with an After Hours service, you may call the office line to speak with the service. Please note that these calls are not handled by medical staff/physicians.

APPOINTMENTS: For new medical issues or to review labs that require speaking to the physician or mid-level provider, you will need an appointment. This allows you to be appropriately evaluated and treated. For most chronic stable medical problems, you will need to be seen every 3-6 months. This allows for appropriate monitoring and management of your medical problems. For unstable problems, you will need to be seen more frequently.

COMPLIANCE EXPECTATIONS: Providing quality patient care is our top priority. During your visit a treatment plan will be agreed upon by you and your provider. It is important for both preventive and therapeutic purposes that you comply with completing any orders, testing, referrals, follow-up appointments, etc. that were outlined by your provider and within a timely manner. Patients who are noncompliant may be dismissed from the practice.

COMMUNICATION: Our office encourages you to communicate through the patient portal. All communication will be reviewed and a response will be provided by office staff.

BEHAVIORAL EXPECTATIONS: Our staff and doctors believe respect is the basis of a good relationship. We will treat you with respect and compassion. We have an expectation that our patients will also be respectful towards our staff and physicians. If you are not able to comply with this courtesy, you may be asked to leave the practice.

MINORS: Natural or adoptive parents or legal guardians are expected to bring minors to their appointments. If other individuals may be accompanying the minor, please complete the appropriate authorization forms with the front desk.

Signature of Patient or Patient's
Legal Guardian

Printed Name of Patient or
Patient's Legal Guardian

Date

Time

PRACTICE POLICIES FOR NEW PATIENTS

Patient Name:

Date of Birth:

Medical Record #:

Financial #: