

# ATWOOD FAMILY MEDICAL CENTER

## CHESAPEAKE EXECUTIVE FAMILY CARE

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**WELCOME** to our practice. We're glad that you've chosen us to be your health care providers. We trust that you will always feel that you are receiving the best possible care and attention that we can provide you. To help our office run smoothly and efficiently, we have adopted the following guidelines.

Our office is **open** from 8:00am – 5:00pm Monday-Friday. The phones will be answered after 8:30am daily. Our office **closes** for lunch/staff meetings on Wednesday from 12:00 – 1:15.

For your convenience, we have set aside the following times for lab draws, injections, blood pressure checks, PPD's and specimen collection when no appointment is indicated.

**LAB DRAWS SEPARATE FROM AN OFFICE VISIT:** 8:00am - 12:00pm Monday-Friday  
2:00pm - 4:00pm Monday-Friday  
(to avoid an office copayment, request a lab slip which you can take to any of your participating labs)

**INJECTIONS, BLOOD PRESSURE CHECKS, PPD's,** 8:00am – 9:00am Monday-Friday  
**and SPECIMEN COLLECTION:** 1:30pm – 2:00pm Monday-Friday  
4:00pm – 4:30pm Monday-Friday

If you or a family member has an acute problem (e.g. fever, severe pain, bleeding, shortness of breath, etc.) that requires prompt medical attention, please call our office as soon as possible so we can determine the appropriate place of treatment. We do **NOT** accept walk-in appointments.

In consideration of all patients and office staff, we ask when scheduling your appointment that you inform the receptionist of **ALL** problems you wish to discuss during your visit so we can set aside the time required to fully assess your concerns and minimize waiting times for yourself and other patients or determine if multiple appointments may be needed.

*Appointments* must be cancelled **24 hours prior to your visit** or you will be responsible for paying a missed appointment fee.

**Missed appointment fees:** \$25.00 routine office visit  
\$35.00 extended office visit, well-woman, pre-operative exam  
\$45.00 complete physical, well-child

This fee will **NOT** be filed to your insurance company. If you incur more than three missed appointments, the missed appointment fee will be increased to the maximum charge of \$45.00 for all types of appointments. *Please remember, although we attempt to contact patients in advance with a courtesy reminder, ultimately keeping appointments are patients responsibility.*

**Refills:** For your convenience, you may contact your pharmacist for refill requests. Your pharmacist will send us an electronic request. If you prefer to call our office, please call 2-3 days prior to your medications needing refilled. Please be sure to have available the spelling of your medication(s), the dosage, the instructions, quantity requested, pharmacy name/phone number/address. Refills called in after 3:30pm may not be called in until the next business day. Please contact your pharmacy before picking up your prescription refill(s) to confirm your medication has been filled. Written prescriptions will not be mailed. In addition, medication refills can always be requested through your patient portal.

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**Referrals:** Patients will be referred to a specialist or diagnostic center when treatment cannot be provided in our office. All patients must be evaluated in our office before being referred elsewhere unless proper documentation of medical necessity can be provided. Referrals are ultimately the patient's responsibility. Please make sure you have the appropriate paperwork before going to your specialist appointment to avoid the need to reschedule that appointment. Additionally, confirm with the specialist office prior to the initial visit of any special instructions (e.g. need for x-ray films, restriction of medications, etc.). Requests for updated referrals for additional authorized visits (Anthem Healthkeepers) must be made 24 hours prior to the scheduled appointment unless in a case of an emergency. Authorization for visits to a specialist, emergency care facility, or diagnostic center must be obtained prior to the visit; **referrals cannot be made retroactively.**

**Medical Records Requests.** There may be a charge for medical forms (employment, disability, life insurance, DMV, scooter, etc.) completed by the practitioners. There will be a charge for any medical letters you request as well as copies of your medical records **including copies of labs and x-ray reports.** Requested copies will not be mailed or sent by fax. You may pick up your requested copies during normal office hours or request to have them sent to you through your patient portal. Please speak with the Medical Records Department with questions regarding forms, letters and medical records fees as they vary.

**Insurance/Payment:** Our office will file your insurance as a courtesy. Your insurance company may notify you when payment has been made to our office. If your insurance company has not notified you of payment within 30 days from the date of service, please contact your insurance company. Although we follow-up on unpaid claims, unpaid claims get processed faster when the policyholder assists in claims resolution. If we haven't received payment from your insurance company within 60 days, the balance due becomes the guarantor's responsibility in full. Please feel free to contact one of our Account Representatives if you have any questions about your account.

Payment is expected at the time services are rendered unless prior arrangements have been made. There is a \$5.00 billing fee for any payments not made when services are rendered. If for any reason you must be mailed a statement, the balance is due in full upon receipt, or you must contact the office to make payment arrangements. You will be charged a **\$5.00 processing fee** for each additional statement mailed.

Are you interested in our Executive Program, a partnership for proactive care? Dr. Atwood and Dr. deGuzman offer a program that will enable increased patient-doctor interaction, patient education and follow up. By taking an active role in your healthcare, patients may detect early signs of serious illnesses and improve their overall well-being instead of being seen in the office only when they are ill. Additional information available at: <http://signaturemd.com/atwood/> or <http://signaturemd.com/deguzman/>

If you should have any questions concerning these policies, please feel free to contact the Office Manager. We trust that these guidelines will allow us to serve you effectively and efficiently. We look forward to meeting your healthcare needs for many years to come.

Atwood Family Medical Center  
Chesapeake Executive Family Care