

The physicians and staff of **Fairfield Road Physician Offices** specialize in providing high quality health care for you and your family. We strive to make your visit as convenient and comfortable as possible and we have designed our practice with updated technology and customer service initiatives. Please let us know if you have questions or suggestions for how we can better meet your needs.

Office Hours/Appointments

Physician	Mon	Tue	Wed	Thu	Fri
Dr. Bolden	7:45 – 5:15	7:45 – 11:45	7:45 – 5:15	7:45 – 5:15	8:30 – 4:00
Dr. Enoch	7:30 – 5:00	7:30 – 5:00	7:30 – 5:00	7:30 – 11:45	8:30 – 4:00
Dr. Kepler	7:45 – 5:30	7:45 – 5:30	7:45 – 12 noon	7:45 – 5:30	8:30 – 4:00
Dr. Shah	7:30 – 1:30	7:30 – 2:30	7:30 – 2:30	7:30 – 11:30	8:30 – 2:30

APPOINTMENT SCHEDULING:

For your convenience, we offer both pre-booked and same day appointments. Same day appointments make care available to you when you need it and are best suited to patients with acute needs or those who can not plan their schedules in advance.

ARRIVAL: We ask that you arrive at or before your arrival time to allow adequate time for registration, handling payments and information gathering for your visit. Coming promptly by your arrival time ensures that you receive the fully allotted time with your physician and allows for appropriate assessment and treatment

Each patient is important to us and we are dedicated to providing necessary care. Unpredictable situations may occur with patients who require extra attention during the course of the day. We appreciate your understanding when there are delays. The same courtesy will be extended to you when you have additional needs. Our staff will try to accommodate you if you arrive late but please keep in mind that it may be necessary to reschedule your visit to a later date.

REGISTRATION: It is important that we can contact you with medical information as quickly as possible. At each visit, we will verify your address, contact numbers, and insurance information. Please notify us immediately of any changes to your contact information. Bring your insurance card(s) and your drivers’ license or picture I.D. with you so that we can update your chart. Annually, we ask you to complete a new registration form giving us permission to treat you and to file insurance claims on your behalf.

PREMIER MyChart: We will ask you to sign up for MyChart which is part of our secure electronic medical record system (EMR). MyChart allows you to view important parts of your medical record, as well as request appointments and prescription refills any time, day or night. You can also use MyChart to ask non-urgent medical questions that your provider will answer.

PRESCRIPTION REFILLS: Most prescriptions will be sent to your pharmacy electronically. Our physicians carefully prescribe so that you will have enough medication until your next visit. If you are running out of medication, check your pharmacy for existing refills. If you are running out of medication and there are no refills, it is most likely time to come in for a check-up. You can call to request a same-day appointment to see the physician.

Bring both prescription and over-the-counter medications with you to your office visit.
 This helps the physician make sure you are prescribed enough medication and that you are fully cared for.

TEST RESULTS: Test results are available via MyChart within 3 days after the test result comes back. We will contact you with your test results either by MyChart, postal mail, or by phone. If your results require further action, we will get in touch with you as quickly as possible. If you do not receive notice of your results within 2 weeks, please let us know!

REFERRALS: Know your insurance benefits! Let us know if your insurance requires pre-authorization before you see a specialist. Allow five working days before your specialist appointment for us to get the authorization. We will help you get the approval and send the referral. Most insurance companies do not allow “back-dated”

referrals. If your insurance requires referrals for urgent or emergent care, please notify our office immediately so we can get this processed for you. If in doubt about your coverage, please contact your benefits administrator or the insurance company for clarification.

PATIENTS UNDER AGE 18: Under Ohio law, anyone under the age of 18 is required to have written permission for treatment from a parent or legal guardian except for state exemptions. Please send a signed note each time the patient is seen. The parent or legal guardian **MUST** be present for visits that include immunizations.

CONTACTING US: MyChart is the most efficient way to contact your physician. It allows the physician to address your question with all of your patient history available. You may also call or fax the office. When a message is received, our staff will try to get in touch with an answer for you within 24 to 48 hours. If you have a more immediate need to speak to the physician, please make a same day appointment.

FORMS COMPLETION: Please allow five days for completion of medical forms for work, school, childcare, sports, etc., if not requested with your office visit. Detailed forms may require you to see the physician. Forms fees are payable in advance.

FINANCIAL: Charges for office visits are due in full at the time of service including co-payments, deductibles and balances due. If insurance coverage is verified, we will bill your insurance company for services rendered. For your convenience, we accept cash, check, MasterCard, Visa, American Express and Discover.

The office participates with most, but not all, insurance companies. Your insurance coverage is a contract between you and your insurance company. You are responsible for any non-covered portions of your bill. Any questions regarding coverage should be directed to your insurance company or benefits administrator.

MISSED APPOINTMENTS: Remember to give us 24-hour notice when you can not keep your appointment. When same day appointment scheduling is utilized, it is expected that patients will not cancel. A \$25 fee will be charged for missed appointments. Please keep in mind that three missed appointments may be cause for dismissing a patient from the practice.

EMERGENCIES: **If you have a life-threatening emergency, dial 9-1-1. Ask to be taken to Miami Valley Hospital, Miami Valley Hospital South, Good Samaritan Hospital, or the Atrium Medical Center. The emergency rooms with have immediate access to your medical records so they can treat you quickly.**

PHYSICIAN-ON-CALL: Contact our physician after normal office hours at **1-877-835-5850**. The answering service will page the physician-on-call and that physician will get in touch with you.

AFTER HOURS CARE:

We recommend First Care After Hours for your non-emergency but urgent health care needs. A record of your visit will automatically be available to our physicians for continuity of your health care.

First Care After Hours , 1911 N. Fairfield Road, Beavercreek
Hours: 7 to 10 p.m. weeknights and 12 noon to 7 p.m. weekends

Thank you for entrusting us with the care of you and your family.

Fairfield Road Physician Offices