

## **Premier Arthritis and Osteoporosis Center**

**Our Staff:** Our physician and staff emphasize the provision of high quality health care. We also strive to make your visit as convenient and comfortable as possible and 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.

<b>Scheduling/receptionist</b>	<b>937-208-7275</b>
<b>Billing Clerk</b>	<b>937-208-7295</b>
<b>Practice Manager</b>	<b>937-208-7293</b>

**Office Hours are Monday – Friday, 7:30 a.m. – 4:00 p.m.**

**Registration:** When you arrive at the office for a scheduled appointment, we will verify your address, all telephone numbers, e-mail, and insurance information. It is important that we are able to contact you with medical information as quickly as possible. Please notify us immediately of any changes so we can be in touch with you. Bring your insurance card(s) with you to each appointment so that we can keep your account updated. Once a year, we will ask you to sign a new registration form that gives us permission not only to treat you, but file insurance claims and provide your insurance company with information that they have requested regarding your health care.

**After Hours Care:** If you have a life threatening emergency, dial 9-1-1. If you need to contact the doctor for an urgent medical problem after normal office hours, please call the answering service at 1-877-495-3180. Your call will be returned at the earliest opportunity by the physician on call.

**Prescriptions:** This office uses an electronic prescribing system to make sure you get the prescriptions you need in a timely fashion. **PLEASE NOTIFY OUR OFFICE TWO BUSINESS DAYS PRIOR TO BEING OUT OF YOUR MEDICATION.** Your pharmacist will find our prescription either on their fax machine or in their computerized system. On occasion, this office may leave a verbal authorization on the pharmacy voice mail. Our physicians do not prescribe opioids for pain management.

**Test Results:** If your test results indicate that you need treatment before your next appointment, our staff will contact you by phone or mail. Please be aware that some testing processing takes longer than others. Certain test results may take more than a week.

**Referrals:** If your insurance company requires a written referral from your primary care physician for treatment by a specialist, we ask that you notify our office five working days before your specialist appointment. This allows us time to obtain approval, prepare the referral, and mail or fax accordingly. Most insurance companies do not allow “back-dated” referrals. If your insurance requires referrals for urgent or emergent care, please notify our office as soon as possible so that we can process the referral within the insurance company time limit. Please read your insurance policy thoroughly and be familiar with your benefits. If in doubt about your particular policy coverage, please contact your benefits administrator for clarification.

**Financial Policies:** Charges for office visits are due in full at the time of service. If insurance coverage is verified, we will be happy to bill your insurance company for services rendered. However, any co-payments, deductibles, and balances due for non-covered services are due at the time of service. For your convenience, we accept Cash, Check, MasterCard, Visa, Discover and American Express. If, for

some reason, you are unable to pay your co-pay at the time of service, a \$10 fee will be added. Your insurance coverage is a contract between you and your insurance company. Until your insurance makes payment, you are responsible for your bills. Unless our agreement with your plan specifies otherwise, you are responsible for any non-insured portions of your bill. Premier Arthritis and Osteoporosis Center participates with most, but not all, insurance companies. If you have questions regarding your coverage, please contact your benefits administrator or insurance company before your appointment.

**Messages:** Our physicians and staff are in constant communication. If you call the office with a question, we will relay your concerns to the physician. A staff member of the physician will return your call. Messages are handled as soon as possible. Although we attempt to return your call same day, it occasionally may be on the second day.

**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 any time, day or night. You can also use MyChart to ask non-urgent medical questions that your provider will answer.

**Patients under the age of 18:** Under Ohio law, anyone under the age of 18 is required to have written permission for treatment from a parent or legal guardian. A permission slip for ongoing care is available in the office or you may send a signed note each time the patient is seen.

**Disability paperwork:** Please note that full evaluation for disability filing and the completion of disability paperwork is NOT within the scope of this practice. If this is needed, the patient will be referred back to their primary care physician.

## APPOINTMENT SCHEDULING

**Arrival time:** We ask that you arrive to your appointment promptly at your scheduled arrival time. This allows us to take care of all your administrative needs prior to your appointment and ensures that you will receive the fully allotted time. It is important that the physician has time to assess and treat each patient properly. **Late arrival may result in you not seeing the doctor and will be charged as a no show.**

We strive to provide excellent customer service and accommodate your needs in a timely fashion. 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.

**Missed appointments:** Remember to give us 24-hour notice when you cannot keep your appointment. Failing to give adequate notice or not arriving in time for your appointment will be treated as a missed appointment. **A \$25 fee may be charged for missed appointments.** (True emergencies exempted.) **Please keep in mind that missed or late cancelled appointments could result in withdrawal of services from our practice.**

**Infusion appointments:** Scheduling your medication infusion requires that we pre-order your medication and schedule a registered nurse for your care. Failing to give adequate notice or not showing for your infusion compromises your care. **A \$100 fee will be charged if you miss your infusion appointment.**

Your cooperation is appreciated to assure smooth operations in providing patients the care they need.

**THANK YOU for trusting your care and the care of your family members to us!**