

## WELCOME TO OUR OFFICE

Family Doctors of Vicksburg is dedicated to providing excellent, compassionate medical care. We believe no one should go without necessary medical care, so we seek to provide care to all members of our community. We believe health and illness have biological, social, and spiritual aspects, so we seek to treat the whole person in the context of family and community. For over 100 years, we have tried to provide, personal, professional and affordable care. Our daily desire is to continue that caring for the entire south county community.

**We are pleased that you have chosen our office for your health care needs.**

### **OFFICE HOURS AND APPOINTMENTS:**

Our office is open from 8:00 a.m. to 5:00 p.m. Monday through Friday, and Saturdays from 8:00 a.m. to noon. Saturday appointments are reserved for acute visits only. We will occasionally close for the lunch hour, please call ahead of time to check. Our lunch hour is from 12:15 p.m. to 1:30 p.m. Our office hours are by appointment only; we are not a walk in clinic. Same day appointments are available. When making appointments please be as specific as you can about the reason for the appointment so the receptionist can schedule the proper amount of time for your visit. If you cannot keep an appointment, please call the office at least 24 hours in advance. In order to provide the best possible service and availability to all of our patients, any scheduled appointments not cancelled at least 24 hours in advance may be charged a \$50 failed appointment fee. Continued failed appointments may result in a discharge from the practice.

### **TELEPHONE CALLS:**

We welcome and encourage you to call the office if you have a problem, a question or need to get in touch with us for any reason. Our office uses an automated telephone system to help quickly route your call, so listen carefully to all of the options. The physicians and nurses will return your calls at their earliest possible convenience. Sometimes this cannot be done until the end of the workday, but all calls will be returned.

### **AFTER HOURS CALLS:**

After regular office hours or on days when the office is closed, you may reach the physician on call by dialing 269-649-2671. Please make all non-emergency calls during regular office hours. All calls will be returned as quickly as possible. There are times when the physician will be busy with another patient or on emergencies so we do ask for your understanding at those times.

### **PRESCRIPTIONS AND REFILLS:**

Family Doctors would prefer not to prescribe medications without seeing you for an office visit. The doctors will not prescribe any medications if you have not had an appointment in the last year. If our office refills a prescription for you outside of an office visit (via phone call/message, pharmacy call/fax) your account will be charged \$5.00. It is \$5.00 whether it is one or ten refills, not per medication. This charge is merely to help patients keep their follow up appointments and to cut down on the number of prescription calls so that our triage nurse may tend to urgent calls. If you are calling to have a prescription refilled, we ask that you call during office hours so that we will have your chart available to make sure that a refill is the best course of treatment. Please remember that we have a 24-hour policy for prescriptions to be filled/written. If your doctor is not in the office, you may have to wait until he returns to have the prescription refilled. For this reason, please do not wait until a medication completely runs out before contacting us.

**FAMILY DOCTORS OF VICKSBURG PC**

13320 N. Boulevard St.

Vicksburg, MI 49097

269-649-2012

FAX 269-649-3752

**FOLLOW MY HEALTH PATIENT PORTAL:**

Manage your personal medical records, communicate with your provider via secure online messaging, and make more informed decisions about your health. Get 24/7 access from any computer, smart phone or tablet! Give your email address to one of the receptionists or visit our website at [www.familydoctorsofvicksburg.com](http://www.familydoctorsofvicksburg.com)

**FEES:**

We charge fees that are within the customary range for this area and reflect the level of care you will receive and the high level of training by the Physicians and Nurse Practitioner in the group. Payment is expected at the time of service, unless prior arrangements have been made with the business office. For those with insurance that we participate with, the co-pay is due at the time of service and will be collected at check-in. We believe that no one should go without necessary medical care. If financial problems arise, please contact our billing manager to work out budget payments that will allow you to pay your balance over a reasonable amount of time.

**DELINQUENT ACCOUNTS:**

An account that is overdue by more than 90 days after insurance settlement is subject to being turned over to a collection agency. You will be responsible for all costs of collecting any unpaid balance including collection agency fees, attorney fees or court costs.

**INSURANCE:**

Please let our receptionist take a scan of your insurance card so that we will have it on file. Once we scan your card, you will not need to present it again unless there is a change. We accept most types of insurance but do not participate with them all. It is your responsibility to find out if our office participates with your insurance. If we do not participate with your insurance, then it is your responsibility to call your insurance representative to find out what portion of the fee they will cover, if any.

**REFERRALS:**

We will not provide retroactive referrals. Referrals will not be authorized if your primary care physician has not seen you for one year.

**MEDICAL RECORDS CONFIDENTIALITY:**

Any information you provide, and all findings from tests are part of your medical record. This information will not be released to insurance companies, attorneys, or to anyone else except for the reasons of payment or continued treatment, without written consent from you. Federal law protects your medical information and this law prevents us from sharing it with anyone but you. If you would like for a family member to be able to call to inquire about anything in your medical file such as lab results, prescriptions, or if you would like for anyone to be able to pick up records/prescriptions in your absence, you will need to fill out an authorization to share form located at our office. Without this form, we will be unable to release any information to anyone except for you. For narcotic prescriptions, there is a separate form, which needs to be completed in order for other people to be able to pick them up. You can get this form in our office. If you transfer out of our practice, or need copies of your medical records for any other reason, there is a fee of \$0.25 per page and mailing costs (if applicable).

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**PLEASE BRING ALL MEDICATIONS YOU ARE CURRENTLY TAKING TO YOUR APPOINTMENTS, AS WELL AS A LIST OF ALLERGIES.**



Finally, we want to remind you of our range of services. We strive to be a full service family practice. You may be surprised at how much we can accomplish without the need for a referral to another specialist: remember we specialize in you and your family.

Thank you,  
The Doctors and Staff of Family Doctors of Vicksburg

I have read and understand the policies for Family Doctors of Vicksburg, PC

Print Patient Name: \_\_\_\_\_

\_\_\_\_\_  
Signature of patient or responsible party

\_\_\_\_\_  
Date

**You may keep pages 1 and 2 and return signature page to our staff.**