

www.familymedicineaugusta.com

Welcome to Family Medicine Associates of Augusta. We would like to take this opportunity to welcome you to our practice. This packet contains new patient forms in which need to be completed and brought to your first visit. We have enclosed a stamped self-addressed envelope to assist with the return your completed forms. If your paperwork is not completed, we may have to reschedule your appointment. Arrive 30 minutes early for your new patient appointment.

In the event of an emergency outside of our normal business hours, patients may call our main number and they will be contacted by one of our physicians on call.

Our office hours are:

Monday 8:00 until 5:00

Tuesday 8:00 until 5:00 (Dr. Anthony Smith, and Chris Hall PA-C, available until 6:30)

Wednesday 8:00 until 5:00

Thursday 8:00 until 5:00

Friday 8:00 until 4:00

Saturday 9:00 until 1:00

We will call you 48 hours in advance to remind you of your scheduled appointment. We do request you extend to us the courtesy of a 24-hour notice of cancellation. This courtesy allows us to continue to operate efficiently and use the time that was reserved for you to help others in need. It is our policy if you miss a visit without notification, a \$30 charge will be applied to your account.

Please check your benefits booklet, or with your employer to verify if our physicians are listed as in network providers. As part of our contract with the insurance companies, we are legally required by the terms of the contract to collect any co-pay at time of check in. Failure on our part to collect these monies can result in cancellation of our provider contract. Patients who do not have insurance coverage will be expected to pay at the time of service. A \$125 dollar deposit will be collected before seeing the physician. Your balance will be reconciled at time of checkout. We do offer a discount for same day cash payment of services. For your convenience we accept cash, check, MasterCard, Visa, Discover, and American Express.

It is our desire to have a mutually respectful relationship with our patients. As part of the relationship, we expect our patients to maintain a good credit rating with our office. Failure to pay for medical services delivered in good faith will cause a patient's account to be turned over to an outside collection agency. We will charge a \$30 fee for any check returned from the bank unpaid.

Our front office staff will review your demographic and insurance information with you at each visit so that we maintain your correct information on file. This allows us to submit your claim with accurate information and timely to the insurance company.

Please bring all prescribed medications that you are currently taking with you to your first visit. For all subsequent visits we will review your medication list with you to ensure it is up to date. Please evaluate your medication supply prior to your office visits so refills can be given during your scheduled appointments. **Only in extenuating circumstances should refills be requested outside the scheduled office visits.** In those situations, we have a prescription line during normal business hours. Please keep in mind to allow 24 to 48 hours for these requests to be processed. Please check with your pharmacy after 48 hours- do not recall our office. We will only call you back if there is a problem with refilling your request. Walk in prescription refill requests will require a form to be completed and will be processed in the same manner as phone call request.

All paperwork to be completed by a physician needs to be brought in during a scheduled office visit. This face to face visit assists the doctor with completing paperwork timely, accurately, and without the chance of misplaced paperwork. If for some reason paperwork comes in between visits and needs completion immediately and is dropped off at the front office, please allow 5-7 business days. There is a \$35 charge for forms and letters. There is a \$15 charge for notarized Handicap Parking Forms.

Family Medicine Associates of Augusta is an Affiliate of Trinity Hospital of Augusta.

If you have any further questions, please do not hesitate to contact our office for assistance.

Thank you for allowing us to be your primary health care provider.

Sincerely,

Family Medicine Associates of Augusta

2017