



PATIENT POLICIES

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<p>Laurel Creek Family Medicine works on an appointment basis. Appointments need to be made for ALL services provided. <u>We are not a walk-in clinic.</u> If you feel you need to be seen, you must first call the triage nurse.</p>	<p>Please present your insurance card at <u>each appointment.</u> If you cannot provide proof of insurance, you will be responsible for payment at the time of your visit.</p>	<p>Bring all medications, including over the counter medications, vitamins and minerals you take, to each visit.</p>
<p>Office hours are: 8:00am - 5:00pm Mon 8:00am - 6:00pm Tues, Wed & Thurs 8:00am - 12:00pm Fri. The office is closed daily for lunch from 1:00pm - 2:00pm.</p>	<p>If you arrive more than 15 minutes late for your appointment, we may ask that you reschedule your appointment.</p>	<p>If you need your medication refilled, please <u>call your pharmacy first</u> & they will contact our office for refill authorization. <u>PLEASE ALLOW 48 HOURS BEFORE CHECKING WITH YOUR PHARMACY.</u></p>
<p>Failure to show for more than <u>2</u> scheduled appointments without prior notice (a “no-show”) may result in dismissal from the practice.</p>	<p>If you do not show up for your first “New Patient Appointment”, we will not be able to reschedule any further appointments.</p>	<p>We will be glad to complete any forms, but <u>forms must be dropped off 1 week prior to pick up.</u> There may be a charge for completion of the forms. We will call when they are ready.</p>
<p>If you have an <u>urgent need</u>, please call our triage nurse. Based on your symptoms, she will provide advice and/or have you seen as soon as possible.</p>	<p>All patients are expected to check in upon arrival and <u>pay any co-pay or previous balance due on the day of the visit, prior to being seen by the physician.</u> There will be a \$25 charge on all returned checks.</p>	<p>As a courtesy to those patients around you, there is no eating or drinking allowed in the waiting room or office. The use of cell phones in the office is prohibited.</p>
<p>If you have an emergency, please call 911 or proceed to the nearest emergency room.</p>	<p>If you need to cancel your appointment, please do so at least 24 hours in advance. Another patient may need to be seen at that time.</p>	<p>Prescriptions for controlled substances will not be called in over the phone.</p>
<p>New patients should arrive 15 minutes prior to their actual appointment to fill out any remaining paperwork. All new patient paperwork should be submitted <u>at least 1 week prior</u> to your first appointment. Appointments <u>may need to be rescheduled</u> if paperwork is not submitted in a timely manner.</p>	<p>As a courtesy, we will file a claim to your insurance company. It is your responsibility to provide proof of insurance coverage at each visit.</p>	<p>As a courtesy to other patients with scheduled appointments, please arrive on time for your appointment.</p>
<p>Non-urgent calls received after 4:00 pm may be addressed the next business day. Non-urgent calls received after 11:00 am on Friday may be addressed on Monday. We strive to address all issues within 24 hours.</p>	<p>Any prescription refill requests received after 4:00 pm will be addressed the next business day. Refill requests received after 11:00 am on Friday will be addressed on Monday.</p>	<p><u>EMERGENCY AFTER HOURS:</u> If you are experiencing a life threatening emergency, call 911 or go directly to the ER. Otherwise, dial 992-1234 and you will be directed on how to contact the physician on call. <u>Medication refills will not be handled after hours.</u></p>

We appreciate you choosing Laurel Creek Family Medicine to provide your healthcare needs. We take pride in providing exceptional customer service along with expert care and treatment. We would appreciate your feedback on how we can make your experience with us better in any way. Thank you!
LCFM Staff