

**Family Medicine and More
Acknowledge of Notice of
Clinic Policies**

My signature below indicates that I have been given an opportunity to read the Notice of Clinic Policies for Family Medicine and More and to have any questions answered before signing. I understand that signing this form is required to receive care at Family Medicine and More.

Signed: _____

Date: _____

Printed name: _____

If signed by someone other than the patient, please indicate relationship to patient:

Parent or guardian of minor patients

Guardian or conservator of an incompetent patient

Beneficiary or personal representative of deceased patient

For office use only:

Employee signature: _____

Date: _____

Family Medicine and More
1350 Boyson Rd Bldg C
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(319) 826-6773

Carol A Gunnett, MD PhD
Jeanna Bender, ARNP-C



**Clinic
Policies**

**Carol A. Gunnett MD., PhD
Jeanna Bender, ARNP-C**

Clinic Hours:

Our office is open Monday 8-5, Tuesday 8-6, Wednesday 8-5, Thursday 8-6, and Friday 8-5. We are closed on Saturday, Sunday and major holidays. Call the clinic for specific information about holidays or weather closure.

After Hours Calls:

If you think you have a serious medical problem after business hours, please call 911 or go to the nearest emergency room. Non-emergent issues can be left as messages and will be addressed by the end of the next business day. No prescriptions will be refilled after hours or on weekends.

Appointments:

Please call for appointments during regular business hours. **We do not take walk-in appointments.** If you leave a message about making an appointment during non-business hours, someone will return your call by the end of the next business day.

If you arrive late for your appointment, we will make every effort to see you, but if you are 15 or more minutes late, you will usually have to be rescheduled. If we are able to see you that day, your appointment will be very brief.

We require 24 hour notice when you need to cancel an appointment. If no notice is given, and you miss your appointment, you will be charged a \$30 "no-show" fee. Once your appointment is on the schedule, no other patient can be scheduled during that time. By the time we realize that you are not coming, it is too late to call another patient to give them your time slot. To be fair to other patients seeking appointments, established patients who have 3 "no shows" will receive a letter dismissing them from the practice. New patients who "no show"

twice will not be given another appointment.

Phone Calls:

Our trained staff take care of all calls from patients during regular business hours, enabling the Doctor to spend more time with patients who are in the office. The Doctor reviews messages several times during each day that the clinic is open. A nurse will generally return your call by the end of that day, unless the call comes in late in the afternoon. Calls received after regular business hours will go to our voice mail and will be addressed by the end of the following business day.

Test results:

Patients usually will be notified about normal or abnormal test results within 5 business days of the test. Staff will contact you sooner, if results are available and the Doctor reviews them in less than 5 days. We will do our best to advise you at the time of a lab draw if we know a test will take longer. For example, a lab test that has to be processed at Mayo, or other out-of-state laboratories, may take more than one week.

Prescriptions:

The Doctor makes every effort to update your prescriptions at the time of your appointment. If you call in a refill request, it will be filled within 2 business days. Requests on a Friday may not be filled until Monday or Tuesday.

Medications designated by the DEA as controlled substances will not be refilled early for any reason, and will never be refilled after hours or on weekends. A controlled substance agreement form must be signed and on file, the prescription must

be picked up in person, and ID must be presented.

Insurance:

All co-payments are due at the time of check out. Please bring your insurance cards with you to every visit.

It is your responsibility to know your insurance deductible and coverage. We will assist when we know information about your policy, but we accept dozens of insurance plans with various deductibles, co-pays, and coverage. We cannot know all of the coverage limitations and rules of your plan. It is important that you read and understand the provisions of your insurance.

You are responsible for ensuring that our providers are covered on your insurance plan, and knowing what your plan will cover (office visits, labs, x-rays, procedures, immunizations, etc.). You will be responsible for paying for all services not covered by your insurance plan.

Forms:

Forms can be very lengthy and time consuming for staff. There will be a \$10-\$20 charge, based on the length of the form, and 5 business days will be needed to complete them.

Telemedicine:

Phone visits with the Doctor is a way that some physicians provide additional follow-up, coordinate patient care, and manage chronic conditions. These visits are billable through most insurance plans. Although phone visits are not commonly scheduled at Family Medicine and More, if a phone visit is made, the patient will be billed accordingly.