

Please keep this copy for future reference.

### **Appointments**

All patients need to arrive 15 minutes early to complete any necessary forms and should provide proper insurance documentation. Patients should bring their current medications with them to each visit.

Appointment Requests – All return appointments are to be scheduled before leaving the practice if possible. All other appointment requests should be done through your patient portal. You may send all requests for an appointment to either one of our front desk schedulers. Please be sure to add your full name and Date of Birth under the Subject line and leave a detailed message.

Missed Appointments - Missed appointments represent a cost to us, to you and to other patients who could have been seen in the time set aside for you. Cancellations are requested 24 hours prior to the appointment. We reserve the right to charge for missed or late-cancelled appointments. Excessive missed appointments may result in discharge from the practice. You may cancel your appointment through your MyQuest Patient Portal by sending a direct message to either one of our front desk schedulers. Please be sure to add your full name and Date of Birth under the Subject line and leave a detailed message.

### **Receptionist/Front Desk**

Christy [stameyc@direct.care360.com](mailto:stameyc@direct.care360.com)

Carrie C. [CCOLE@direct.care360.com](mailto:CCOLE@direct.care360.com)

### **Medical Records**

The contents of your medical record will remain confidential and will be released only upon your written authorization. Please allow 7-14 business days for us to process your request. Medical records can be requested through your MyQuest patient portal by sending a request to our medical records clerk. Her direct email is [srose,hfm@direct.care360.com](mailto:srose,hfm@direct.care360.com)

All other requests must be done at the front desk by signing a records release form. Please have the name, address, and fax number to the provider/clinic you wish to receive your records. Please be sure to add your full name and Date of Birth under the Subject line and leave a detailed message.

### **After Business Hours On-Call Providers**

Please dial the main telephone number to reach the on-call staff at (828) 456-2828. The on-call line is for Urgent Care Only. Normal business hours 8:00 to 5:00 Monday through Thursday and 8:00 to 3:00 on Fridays. If you have a true Emergency after normal business hours, please DIAL 911. Leave a

detailed message and they will be in touch with you as soon as possible. Please do not leave requests for routine or controlled medication prescription requests, appointments or appointment cancellations

## Lab Results

You may access your labs through your MyQuest Patient Portal. Once your provider has reviewed your labs, you may view, download and print for your records. Turnaround time is usually 2-3 days. Some labs take 7-10 days for completion. Your provider will review and provide instructions for you to review. Should you have any questions regarding your labs or instructions, please send a request for further information through your MyQuest Patient Portal. You may contact our Lab Tech through your MyQuest Patient Portal at [dmcfalls.hfm@direct.care360.com](mailto:dmcfalls.hfm@direct.care360.com). Please be sure to add your full name and Date of Birth under the Subject line and leave a detailed message.

## Medication Refills and Requests

Please anticipate the need to have a prescription refilled and allow up to 72 hours for the prescription approval and processing. When a prescription needs to be refilled, please call your pharmacist. You may also request a refill through your Patient Portal at MyQuest.com. Please send a direct message to your provider's assistant. Medication requests done through the portal will have priority to phone requests. Your health record has the ability to save your preferred pharmacy, where all prescriptions will be sent. Please be sure to add your full name and Date of Birth under the Subject line and leave a detailed message including pharmacy name and location.

### Michael Brown

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Lori [kernl3@direct.care360.com](mailto:kernl3@direct.care360.com)

Routine prescriptions cannot be refilled evenings, weekends, and holidays. Please contact the office through you patient portal during weekdays and before any medication has completely run out.

\* Narcotics and sedative medicines require a written prescription and will not be refilled after hours.

## Prior Authorizations or Precerts

Should your medication or procedure need a prior authorization or precert, you may contact Deneen through your MyQuest Patient Portal at [codyd@direct.care360.com](mailto:codyd@direct.care360.com). Most prior authorizations take 2-3 days for approval from your insurance. Please be sure to add your full name and Date of Birth under the Subject line and leave a detailed message.

## Dismissals

Hazelwood Family Medicine reserves the right to dismiss any patient who is verbally or physically abusive, uncooperative with our providers or staff, or otherwise violates policies and procedures. If you are dismissed from our practice, you will be given a 30 day notice. After this notice is given, we will see

you for life-threatening emergencies only. No controlled substances will be prescribed.

### **Financial Arrangements and Payment Policy**

Our physicians are dedicated to providing you with the highest quality medical care while maintaining cost efficiency.

**Insurance** - Insurance is a contract between the patient and the insurance company. Hazelwood Family Medicine is not a party to that contract. All balances are the patient's responsibility regardless of insurance coverage. Patients with insurance are responsible for any co-pays and deductibles (if not met) at check-in. As a courtesy, our office will file your primary, secondary and tertiary insurance. The patient is responsible for any remaining balance after the insurance payment if no payment is made from the insurance company within 60 days.

**Proof of Insurance** - You will be asked to show the receptionist your current insurance card at each visit. This allows us to verify the information and assist you in collecting the benefits from your insurance company to which you are entitled. If you fail to provide us with the correct insurance information in a timely manner, you may be responsible for the balance of the claim.

**Medicaid** - Hazelwood Family Medicine is currently seeing adult Medicaid patients (age 16 and over) on a case by case basis. If no doctor is available please call us in a few months.

**Self-pay (no insurance)** - If you are not covered by medical insurance, your balance is due in full at the time of service. A \$60.00 payment is due at check-in and the remaining balance due at checkout, unless prior arrangements have been made. If further lab tests or procedures are needed, you will be provided a cost before services are rendered. If you become eligible for Insurance we will be happy to file and refund you when they have paid.

**Billing** - Hazelwood Family Medicine sends three billing statements. After the first statement your balance is considered past due and you may be charged a billing fee of \$2.50 on additional statements. If your past due balance is not addressed after your third billing statement our system will not allow us to schedule an appointment.

**Payment Type** - We accept cash, personal checks, Visa, MasterCard, debit cards and money orders. We do not accept third-party checks.

Diet, Cosmetic, and Suboxone Patients – Cash, Credit, or Debit Cards only.

**Returned Checks** - We will charge a fee of \$30 for checks returned to us for insufficient funds. Future services will require payment by cash, debit card, credit card or money order.

### **Form Completion**

Form completion requires specific information regarding the status of your health and takes time and resources to complete. Forms that need to be completed outside of an office visit will be prepared and you will be charged for preparation of forms. Please leave any forms you need completed with your physician and they will be happy to accommodate you.

## **MyQuest Patient Portal**

Your MyQuest Patient Portal can be created and accessed by following this link.

<https://myquest.questdiagnostics.com/web/home>

Our office staff will send you an invitation to the portal. Please provide them with an email and they will generate your pin number to link your account to your provider. Once the link has been established, you will have direct access to your primary care provider's team. After you have created a MyQuest account, please add the attached direct messaging addresses to your contacts. This will allow you direct access to a member of our staff. (see attached)

With your MyQuest Patient Portal, you can store all your medical information in one location for easy access in the case of an emergency. Should you have any questions regarding the use of your MyQuest Portal, please refer to the help tab on the MyQuest homepage or you may contact a representative by calling 1-877-291-7521.

If you do not have internet access, please let one of our staff know so we can find the best alternate source for non-emergent issues.