



**EFFINGHAM
FAMILY MEDICINE**SM

A Department of Effingham Health System

“Providing the highest potential health outcomes for the patients we serve”

OUR MISSION *is to provide every patient an experience of compassion, quality care, and service excellence at its highest level of customer expectation.*

WE WILL ATTEMPT *to have you see your personal provider at each of your appointments. However, if he or she is not available, our providers work as a team and use our electronic medical record system to provide coordinated care.*

PLEASE FIND *below some information that we hope you will find informative and beneficial.*

REGULAR OFFICE HOURS

are **Monday through Friday 8am to 5pm**,
we are **closed for lunch daily from Noon until 1pm.**

SCHEDULING APPOINTMENTS

When you call the office, be sure to tell the **Patient Access Representative** the reason for your appointment so we can schedule a date and time that is most appropriate and convenient for you. Appointments for physical exams and routine visits are always available and can be scheduled as needed. We know that illnesses are unexpected, and we will gladly work around your schedule to bring you in for immediate care and attention.

To be able to accommodate your needs, it is necessary that we schedule certain visits for certain lengths of time. In doing so, please be aware that if you are scheduled for a sick visit and have other concerns that you wish to discuss, you will be asked to schedule another appointment so that your Provider can spend quality time with you to review those appropriately.

Sick Visits are typically scheduled for 15 minutes.

Simple follow ups are typically scheduled for 15 minutes.

Well checks are typically scheduled for 30 minutes.

Annual visits are typically scheduled for 30 minutes.

We ask that **all new patients arrive 30 minutes prior** to their appointment to allow time to complete the new patient paperwork. Please bring all relevant paperwork/records from your previous provider. This includes but is not limited to, immunization records, lab results, imaging results and progress notes.

Established patients are asked to **arrive 15 minutes prior** to their appointment.

Children under the age of **18 MUST** be accompanied by a biological/adoptive parent or legal guardian to their appointments. If you are not the biological/adoptive parent we, **MUST** have guardianship paperwork on file prior to the child being seen.



"Providing the highest potential health outcomes for the patients we serve"

Healthcare Emergencies can happen anytime. If you have an urgent problem and the office is closed, call us anyway. We're on call 24 hours a day. If you feel you have a **life threatening emergency, call 911** or go to the nearest hospital emergency room. It is your responsibility to inform the practice regarding care with any other healthcare facilities and providers.

LATE/WALK IN APPOINTMENTS

If you are 15 minutes late for your appointment, you may be worked into the schedule with a wait, you may be given the next available appointment later in the day, or you may be asked to reschedule, especially if it is a well visit.

MISSED APPOINTMENTS/CANCELLATIONS

If you cannot keep an appointment, please notify us at least 24 hours prior to the appointment. This courtesy on your part allows us to give the spot to another patient who needs to be seen. If proper notification is not given, you will be charged a \$25 no show fee. This fee is patient responsibility and not covered by insurance. We track each missed appointment. If 3 appointments are missed, the patient is then seen on a walk in basis and will not be scheduled for future appointments. We understand that extenuating circumstances may cause you to cancel without 24 hours notice. Fees in these instances may be waived, subject to Management approval.

At your visit, please sign in at the front window and have a seat. Our Patient Access Representative will be with you shortly. Please make sure to notify us of any changes in name, address, telephone number, or insurance coverage. Verifying this information at each visit will help ensure the accuracy of submitting your service(s) to your insurance company in a timely manner. We follow our scheduled appointments as closely as possible. There are times, however, that

unavoidable circumstances or emergencies require the Provider to spend additional time with a patient who may have had an appointment prior to yours. We appreciate your patience and understanding in such circumstances.

PRESCRIPTIONS AND REFILLS

We proudly use electronic prescribing to improve prescription safety and efficiency. Prescriptions and refills are issued during regular office hours. Please call your local pharmacy for all refill requests and they will forward us the appropriate request. Please allow 24-48 hours for processing of all refill requests.

TELEPHONE PROCEDURES

For your convenience, when you call any of our Practices, your call is answered with our automated system. This allows your call to be routed to the appropriate personnel and assists us with answering your calls and messages timely. Most of the time, your call will be returned by one of our clinical staff instead of the Provider. Please be assured that the information given out by the staff originates with the Provider and is documented in the patient's chart.

We look forward to working with you!

Shannon Clark LPN/Practice Manager