

OFFICE POLICIES

Bostock Family Medicine

A Northside Network Provider

Please read, sign and date when finished and give to receptionist.

PAYMENT/FEES

- 1- Co-pays and balances are due at the time of service. This will be collected at check-in prior to being seen for your office visit.
- 2- There will be a \$40.00 fee for all returned checks.
- 3- Fees are charged for copying medical records and forms. These fees are not covered by insurance and are to be paid in full and in advance of services requested.

APPOINTMENTS

- 1- You must have your *PHOTO ID* with you to be seen by the doctor.
- 2- If you are under 18, you must be accompanied by a parent or legal guardian.
- 3- We have an automated service that will call patients two days prior to confirm all appointments

INSURANCE

- 1- We do not file insurance with your automobile insurance company, or any third party (employer, attorney, separated spouses, etc.) for purposes of obtaining payment.
- 2- If your insurance requires you to select a Primary Care Physician (PCP), please select prior to your scheduled appointment. Failure to do so may cause your visit time to be delayed or rescheduled.
- 3- We use Quest Diagnostic Lab and LabCorp to process lab tests. If your insurance requires a different laboratory, please notify the nursing staff.
- 4- Referrals: It is your responsibility to make sure all referrals are current to see a specialist or to have a procedure at any facility. You will be required to see a provider in this office to obtain a referral. If you see a specialist without a referral you will be responsible for all charges incurred. Referrals will not be backdated.

PHONE CALLS

- 1- When you call our office; please listen carefully to the menu. It states each extension you may need. If you cannot get the person on the phone, PLEASE leave a detailed message and we will be happy to return your call in a timely manner.
- 2- If you call before 3 p.m. during normal business hours; you will get a phone call the same business day. If you call after 3 p.m. you may get a return call the next business day.

PRESCRIPTIONS AND REFILLS

Prescriptions and prescription refills for medication are provided at your appointment. For prescription refills, please contact your pharmacy and they will contact our office. Prescription and prescription refills are issued during normal business hours. If you contact the office regarding your refill, please make sure to have the following information: name, date of birth, what medication you are requesting, and pharmacy name and phone number.

PLEASE ALLOW 2 BUSINESS DAYS FOR ALL PRESCRIPTION REFILLS TO BE REVIEWED.

Patient Name (Please Print)

Date

Patient / Guardian Signature

Date