

# Troutman Family Medicine- Office Policy

## OFFICE HOURS

Monday –Friday 7:30 am to 5:00 pm

(Closed for lunch daily 12:00 pm to 1:15 pm)

## APPOINTMENTS

Appointments can be made by calling our office at (704) 528-9903 or through our PHC online portal. We will make every effort to accommodate your schedule and can usually accommodate same day appointments. We do accept walk in appointments, however there may be a wait, as we will work walk in appointments into our existing schedule. To avoid delays, calling ahead for an appointment is recommended. Sometimes there may be a wait during your appointment if an emergency arises

If you have an appointment and cannot attend, please call us and cancel the appointment rather than no show. No shows prevent other patients from making appointments.

## MEDICATION REFILLS

The most efficient and accurate way to refill your medication is to contact your pharmacy when you notice you have less than five days left of your medication. If there are no refills remaining on your prescription, your pharmacy will notify us. Please be aware that many maintenance drugs (blood pressure, diabetes, cholesterol, etc.) may not be refilled if you are due for a recheck or lab work to evaluate the condition you are being treated for. Controlled medications may require an appointment for additional refills. These types of medications CANNOT be called to the pharmacy and must be picked up at the office w/ ID presented. Please be aware that we need **24 hours notice** for prescription refills. Any refills requested after 3:00 pm will be refilled the following business day.

## ELECTRONIC HEALTH RECORDS

We use electronic records for charting and also prescriptions. Our software is fully compliant with all HIPPA regulations.

## BILLING QUESTIONS

All billing questions should be directed to Piedmont Healthcare Central Business Office at (704) 881-0214. Payments for any Piedmont Healthcare facility can be made at Troutman Family Medicine.

## TEST RESULTS

Once we have received your test results (lab, ultrasound, MRI, CT scan, Pap smear, etc) we will then contact you by phone or through the US Mail. Please note that some results will require you to come in for an office visit to review them with one of our providers.

We offer XRAYs on site.

## PHONE MESSAGES

Medical questions will be directed to one of our providers. Once they have reviewed the information the nurse will call you back as soon as time permits. Please note that most phone calls are returned in the late afternoon unless it is an emergency. When you call to leave a message on our clinical line you will be asked to provide the following information:

*A: The correct spelling of your first and last name.*

*B: Your date of birth..*

*C: The phone number you can be reached at.*

*D: To briefly state the reason for your call*

## OFFICE CLOSINGS

In the event the office is closed and you need medical attention please go to Piedmont Healthcare Urgent Care centers at Statesville PHC Urgent Care Center, 619 Sullivan Road (704) 924-9111 or Lake Norman Express Care, Mooresville (704) 660-9111

If you have an immediate or emergent need please, dial 911 or go to the nearest emergency department. Make sure you inform the admitting clerk that Dr. Amrish Patel in Troutman is your primary care provider. Dr. Patel has admitting

privileges at Lake Norman Regional Medical Center.

## MEDICAL RECORD RELEASE

We will only release medical records a signed consent from the patient or legal guardian. If you request your personal medical records please are aware that there will be a fee for this service and may take up to 5 – 7 days.

## INSURANCE

Insurance companies change information frequently, to avoid any denials and to provide a clear and accurate billing service please make sure that you have your **insurance card** available at **every** office visit. It is Piedmont Health Care policy that Co-pays are expected before you see the physician. We accept cash, check or check card and credit card (American Express, Visa, Discover and MasterCard). If you **do not** have your Co pay you will be asked to reschedule. We cannot bill patients for co-pays, as it violates the contract that we have entered as providers under the health plans... Please be prepared, at each visit, to pay your co-pay.

If you are private pay, we will collect your balance at the time of service

## FORMS

All disability forms requests and any letters needed will take 5-7 business days and may require a fee.

## UNDERAGE PATIENTS

We see all ages and understand that occasionally parents may not be able to accompany their children. We can only evaluate or treat any minor under the age of 18 with a parent or guardian present or with a signed consent. This form can be faxed or brought in by the adult accompanying the patient.

*Dr Amrish Patel, Amanda Honeychuck, ARNP, Richard Harris Jr., PA-C and the staff at Troutman Family Medicine would like to thank you for choosing our facility for your healthcare needs. This information will help us better serve you in a timely and efficient manner. If you have any questions or concerns please feel free contact us.*

# Troutman Family Medicine- Office Policy

Welcome to Troutman Family Medicine. Dr Amrish Patel MD, Amanda Honeychuck, ARNP, Richard Harris Jr., PA-C and staff are committed to providing personalized care of the highest quality in a comfortable setting. We would like to thank you for trusting us to assist in the care of your health and well being. Our hope is that this initial visit will serve as the foundation for a long term relationship. We would like to take this opportunity to inform you of our practice. Please initial next to each of the following statements indicating that you have read, understand, and agree. Please also sign and date at bottom of the page. We look forward to getting to know you better, and again thanks!

## Initial

1. \_\_\_\_\_ Dr Amrish Patel is a Board certified Family Physician with a special Interest and additional training in Dermatology and Cosmetic medicine. He has a Diploma in Dermatology from the United Kingdom. He enjoys providing a wide range of general medical problems and has over 30 years experience providing and teaching Medicine
2. \_\_\_\_\_ Amanda Honeychuck, ARNP and Richard Harris Jr., PA-C work under the supervision of Dr. Patel, they are able to write prescriptions, order tests, perform minor procedures, and perform examinations.
3. \_\_\_\_\_ The office is open Monday – Friday. We see patient's on a scheduled or work-in basis. If you have a problem that cannot wait until regular office hours, you should contact us by calling the office for contact details of "on call" doctor or go to your local emergency room or Urgent Care.
4. \_\_\_\_\_ If you are self pay, we will collect a minimum of \$165 at the time of service. Other fees may be included, depending on services rendered. If there is a balance remaining on the account, you will receive a statement from Piedmont HealthCare. Upon receiving your statement, payment is due immediately. Unpaid balances may result in your account being turned over to an outside collection agency. Failure to uphold your financial policy obligations may affect your ability to schedule an appointment.
5. \_\_\_\_\_ I have received a copy of "Troutman Family Medicine office policy"
6. \_\_\_\_\_ I have received copy of Piedmont Healthcare's "Patient Privacy Rights Notice".

My signature below indicates that I acknowledgment and understand above

\_\_\_\_\_  
Patient or legally authorized individual signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Time

Relationship to patient if signed by anyone other than the patient (parent, legal guardian, personal representative, etc.)