



LAKELAND PRIMARY CARE CLINIC, PLLC  
POLICIES AND INFORMATION

We are happy to have you as a patient in our clinic. The following is information regarding clinic policies that will be helpful to you. **Please keep this handy for future reference.** And, as always, if you have any questions, please feel free to contact us at 601-664-9299.

### HOURS

The office is open for patient visits from 8:00 a.m. to 5:00 p.m. Monday through Thursday and 8:00 a.m. to noon on Friday. Staff will be answering phone calls from 8:00 a.m. to 4:30 p.m. Monday through Thursday and 8:00 a.m. to 1:30 p.m. Friday. Our staff takes an hour for lunch each day. If at any time your call goes to our voice mail system please follow the prompts and leave a message. Your call will be returned.

### APPOINTMENTS

We will file insurance for you. However, any portion of the charges that are the patient's responsibility (i.e. co-pay, deductible, co-insurance) will be due at the time of your visit. If you have an outstanding balance with the clinic, our staff will address this before a follow-up appointment is made. Private pay patients and workers' compensation related injuries visits will be asked to pay in full at the time of their visit.

There will be a \$25.00 charge for unkept appointments. This fee is not covered by insurance, and you will be responsible for paying it. If you are unable to keep an appointment, please provide at least 24 hours notice so we may offer that appointment to another patient, and so that you will not incur a late cancellation fee.

Every attempt will be made to stay on schedule. However, the doctor may be delayed with a particularly ill patient, at the hospital, or with phone calls from the hospital or nursing home. We appreciate your understanding and patience in this matter.

Your appointment time is important. Late arrivals may be asked to reschedule, or may be "worked in" as the schedule permits.

### TEST RESULTS

Normal test results are not routinely called to you. You will be notified of abnormal results and any changes in treatment plans. We will make copies of lab results available to you for pick-up.

### PRESCRIPTION REFILLS/PHONE CALLS

Please allow 24-48 hours for prescription refills. While we try to accommodate requests for same day refills, we cannot guarantee this as our doctor is seeing other ill patients during the day and may not be able to review your request until after clinic is finished for the day. **Do not wait until you are completely out of medicine to call us.**

When you call for prescription refills, please have your medicine handy. Please have the name of the medication, strength and proper dosing, and telephone number of the pharmacy to which you wish the medication called. No prescription refills will be called in after noon on Friday.

Please understand that your prescriptions are strong medications that affect the body in different ways and have potential side effects. Even chronic, stable medical conditions require periodic visits to monitor for medication side effects and control of the underlying condition. You will be asked to return at regular intervals for this monitoring, and it is very important to keep your follow-up appointments.

SIGN \_\_\_\_\_

DATE \_\_\_\_\_