

Lexington Internal Medical Care
2 Cherry Street
Lexington, NC 27292
336-249-2500 Phone

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Policy for New and Established Patients

Making and Keeping Appointments

When you make your appointment, be sure to let our receptionist know the nature of your visit (ear pain, rash, complete physical). Also, please let us know at the time you make your appointment if you have a lot of questions/concerns so we can schedule enough time for your visit. If we try to squeeze multiple issues into a single “quick visit”, it either results in cutting you off (not fair to you) or making our other patients wait while we finish (not fair to them).

Our “On time” and “Late” Policy

We understand that even the most organized person can occasionally run late sometimes. If that’s the case, call us before your appointment time. We will reschedule your appointment for a time that’s better for you. If you are late for the appointment but don’t call us, we will probably give your time away to another patient.

- Patients arriving early, on time, or up to 10 minutes late will be seen in the order they were scheduled.
- Sick patients arriving 10-30 minutes late will be seen, but will have to wait while we see patients who were on time. “Well” patients (physicals, rechecks, etc) will be asked to reschedule.
- Any patient arriving more than 30 minutes late, or walk ins, will be asked to reschedule.

Please note, so that there is no misunderstanding:

- We will try our best to accommodate your schedule, but *we can’t guarantee that the time we can work you in will be your first choice.* We must offer appointment slots on a first-come basis. If you are more than 30 minutes late we won’t guarantee that you’ll be seen (as described above).
- *You must call ahead.* “Drop-ins” aren’t fair to families that called ahead.
- *We reserve the right to determine what constitutes an urgent sick visit.*

Appointment No shows (Missed Appointments)

- *The first no show that occurs will result in a letter reminding you that you missed your appointment and to reschedule.*
- *The second no show will result in a letter and a \$25.00 charge to you the patient, not your insurance company.*
- *The third no show will result in termination of physician-patient relationship, this will be determined by the doctor.*

Financial Policy

Lexington Internal Medical Care accepts many insurers and health plans. For these insurance providers we submit all insurance claims for our patients and bill those plans directly. It is your responsibility to make sure that we are a participating provider under your insurance plan. If we are not a participating provider with your insurance you will be responsible for the balance.

Different insurance plans have different definitions of what is covered. **Please be aware of the limits and conditions of your own policy!** In the event your health plan determines a service to be “not covered,” you will be responsible for the fee. In that event we will bill you; payment is due upon receipt of the statement.

We cannot accept any insurance that cannot be verified. **Please bring proof of insurance to each and every visit!** If you don’t, we will have to bill you directly until you can provide proof of insurance.

Due to insurance rules, all required co-payments must be collected at the time you arrive for the appointment. Any other arrangements must be made in advance. We accept cash, check, and credit cards (MasterCard and Visa only).

Our practice is committed to providing care for our patients and we charge what is usual and customary for our area. You are responsible for payment regardless of any insurance company's determination of usual and customary rates.

Phone Policy

We are committed to helping you walk through simple problems over the phone. We want to get you to the ER quickly for true emergencies, but save you a trip when you don't need to go.

Sick Calls: When you are calling about being sick, have a pen and paper handy to take down instructions. Your call might be handled by one of our providers or nurses, depending on who is available. After listening to your concerns and asking additional questions, the provider or nurse will either suggest making an appointment to evaluate you or recommend an at-home course of treatment. Our nurses are specially trained to make decisions about your care and the need to be seen in the office and how to give care at home. Our providers review all the advice that our nurses give and are available if the nurse can't help you.

Prescription Refill Calls: **When calling in for a prescription refill, please call your pharmacy first for the refill.** They will fax us a request for the medication. If you call our office we will ask you to contact your pharmacy. **Please allow 24 hours for prescriptions to be filled as well as 48 hours for prescriptions that need to be written.** Please plan ahead so you do not run out of important medications. We cannot refill medications we did not prescribe or medications for patients who have not been seen in the last year. We will not refill medications after hours or on the weekend. We do not prescribe new medications over the phone.

Paperwork Request Calls: When calling for paperwork, please allow three working days for paperwork requests to be completed. In some cases your paperwork cannot be sent unless you sign, (we'll let you know if this is the case).

Referral Requests: We are pleased to provide comprehensive health care. However occasionally we will recommend a referral to a specialist. In this case, we will obtain the necessary authorization from your insurance company and set up the referral for you. This can sometimes take several days to complete. We cannot authorize referral for patients we have never seen, or for problems that we have never discussed in the office.

Doctor Calls: If you would like to speak with the provider when he or she is seeing patients you will have to leave a message with our staff. Please specify the purpose of the call so the provider can have the information ready when he or she calls back. Please leave your name, valid phone number, and disable your call blocking.

Nighttime and Weekend Calls: After office hours, our calls are handled by Lexington Memorial Hospital, 336-248-5161. LMH will page the doctor on call. We want to keep this line open at night for urgent calls. Therefore, please limit nighttime and weekend calls to emergencies or urgent problems that can't wait. Anything that can wait please call the office the next morning.

Termination

We reserve the right to terminate the physician-patient relationship for:

- *Frequent no-shows or last-minute or retroactive cancellations.* People who continually fail to keep appointments prevent us from being able to offer those appointment slots to others.
- *Inappropriate behavior or language to staff or other patients.*
- *Falsifying insurance or health information.*
- *Repeated abuse of our office policies.*
- *Past due accounts* when the patient or patient's family does not make a good faith effort to meet a payment schedule.