



OUR GOAL IS TO PROVIDE HIGH QUALITY, COMPASSIONATE CARE. IN ORDER TO ACHIEVE THIS GOAL, WE HAVE ESTABLISHED THE FOLLOWING SET OF POLICIES.

Clinical Policies

1. Please bring all medications, or a current list of your medications, and a copy of your insurance formulary if you have it to your appointments so that we can prescribe effective, safe, and affordable medications for you.
2. Please bring your insurance card and a photo ID to every appt.
3. Please try and arrive 10 minutes prior to your appointment if you are an established patient and 30 minutes prior if you are a new patient. This allows your provider to see you at your scheduled appointment time. You may be asked to reschedule if late for an appointment.
4. Please call the office to schedule an appointment if you have an acute problem. We can typically see you on the day of your call (or at least the following day) and help you avoid an urgent care visit.
5. Appointments may be scheduled or modified/cancelled by calling our office or using our online portal system.
6. Multiple no shows for appointments may result in termination as a patient.
7. Medications will be refilled during office hours only. Please let us know if refills are needed at your appointments. Refills requested outside of an office visit may incur a \$10 fee. If your chronic medications are out of refills, it is likely time for an appointment with a provider.
8. Please allow 24 hours for responses to questions you may have outside of office visits. We are usually not able to address questions/requests until lunch or after all patients for the day are seen. Please avoid leaving multiple messages for the same request or question.
9. Occasionally, all acute and chronic health problems cannot be addressed at a single office visit. If you have multiple issues, several visits may be required to meet your health needs. This helps us to stay on time for all scheduled appointments.
10. A complete physical is considered a preventative visit at which we update your medical history, perform a thorough physical exam, and recommend appropriate labs and screening tests based on your age and history. Acute problems/chronic medical issues are typically not addressed at this visit. Most insurers will not cover both a preventative visit and a problem visit at the same appointment, so we recommend scheduling a separate appointment to allow time to adequately address chronic or acute medical issues. If both a preventative and a problem visit are performed at the same visit, the patient will be responsible for the balance not paid by their insurer.
11. Sports, camp, and college physicals are often not covered by insurers. Most, however, will cover preventative visits and well checks. Please bring required forms and immunization records to the visit and we will gladly complete them.
12. Form completion (FMLA, Disability, etc) outside of an office visit will incur a \$15 fee not billable to insurance.
13. Refill requests and other non-urgent messages may be left on our Rx line 864-845-4269.
14. Please try to request refills on controlled medications 3-5 days before they are due in order to ensure your provider will be in the office to write them.
15. If you are prescribed controlled medications such as pain medication, you will be asked to sign a Controlled Medication Contract and may be asked to submit to a random urine drug screen or pill count at any time. You will also have to have a visit with your provider every 90 days in order to comply with current laws.

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Financial Policies

1. Patients are expected to pay for co-pays, deductibles, and co-insurances at the time of service.
2. Please notify the office at least 24 hours prior to your appointment if you need to cancel. Failure to show for an appointment without 24 hours cancellation may incur a \$25 fee (not billable to insurance).
3. Failure to show up for an Ultrasound appointment may incur a \$50 fee due to our cost in having an Ultrasound tech available.
4. We accept credit cards (Visa, Mastercard, American Express, and Discover), cash, and checks for account balances. A \$35 fee will be charged for any checks returned / with insufficient funds.

Thank you for choosing us as your Medical Home!