



## GENERAL INFORMATION

Emergencies: For a life-threatening situation, call 911 or proceed to the nearest emergency room. If you need to reach a physician after business hours for an urgent issue you may contact your provider directly by calling the exchange number 1-800-893-5434.

Prescriptions: To facilitate medication refills, we ask that you direct your pharmacy to electronically request refills. We make every effort to complete these requests quickly, but to ensure that you do not run out of medication, please call your pharmacy to request your refill a minimum of 48 hours in advance. If you need to contact the office regarding your medication, please call 573-756-1813, option 3. Patients must be seen by a provider annually to maintain refill authorizations of medications.

Appointments: We attempt to schedule your follow up appointment upon check out. If an appointment is needed or a change to your date and time, please contact the office, option 1. As a courtesy to our patients and staff, please call our office as soon as possible if you will be late. You may be asked to reschedule if you are more than 15 minutes late. Failure to cancel 24 hours prior will result in a No call/No show fee of \$50 per appointment.

Physician Completion of Letters, Forms & FMLA paperwork: Please allow up to 10 business days for completion of forms. There may be a fee due for letters, forms and FMLA services and money will need to be collected before paperwork is sent or given out. Fees for forms and letters may be up to \$50.00.

Insurance: While we accept many insurance plans, please contact the customer service number on the back of your insurance card to answer any questions regarding participation, plan benefits, co-insurance or deductible information that would be specific to the patient and the patient plan.

Please review insurance information with our staff prior to services being rendered. You will need to present your insurance card(s) at every visit; especially your first visit after the new year and when you receive new cards in the mail or change plans.

Test Results: We make every effort to contact you within a reasonable time regarding your test results, but if you have not received a call or message from our office within one week, please contact our office, option 3.

Change in Contact Information: Please notify our office of any changes in name, address, phone number, pharmacy and insurance information so we can always reach you and complete accurate billing.

Billing questions: If you have any questions regarding your balance or a statement you received, please contact our billing office directly at 1-877-432-2580.

*Thank you for choosing our practice!*