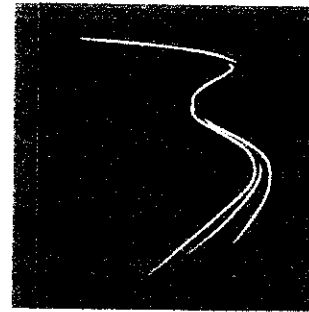


Lakeside Internal Medicine, PLLC
Philip Ku, MD | Jennifer Cool, MD
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Ph: 480-895-7600 | Fax: 480-895-7601



LAKESIDE
INTERNAL MEDICINE

Policies and Procedures

Thank you for choosing Lakeside Internal Medicine as your Primary Care Physician. The staff here strives to make this office a welcoming medical home for you. We want to make your experience with us as comfortable and stress free as possible. This hand out will tell you about who we are and how we operate. Please feel free to contact our office if you have any questions concerning our policies.

Office Hours: Mon – Fri 8:00am – 4:30 pm **Phone Hours:** Mon- Thurs 8:00am – 4:30pm

Our office Phone Number is **480-895-7600**. An on-call physician is available to assist you after scheduled office hours if necessary. In the event of an emergency do not call the on-call physician, please call 911. If you need to make an appointment, please call us during our regular offices hours.

Appointments

We know as a new patient sometimes you might change your mind about coming to our practice, please be aware we try and contact two days before by automated system and the day before by a live person, therefore if you do not confirm with us the end of the day before your appointment we will cancel it as we have patients who might need to be seen

Scheduling

When calling for an appointment, please provide our staff with your name, date of birth, telephone number, chief complaint/reason for visit, and any **updated contact or insurance information**. If you have regular follow-up visits please make sure to schedule your next visit at check out. ****If you scheduled an appointment for an illness, please note that a full check-up cannot be done at that appointment. Please schedule separate appointments for that purpose.**

Same Day Appointments

As your medical home, Lakeside Internal Medicine offers same day/urgent appointments. We reserve 2 spots in the morning and 2 spots in the afternoon for same day/ urgent appointments. On most days, an appointment slot is available for last minute appointments. If an appointment slot is not available, we will schedule you for the next available appointment. If you feel that you cannot wait, please inform the staff and appropriate measures will be taken. **Emergency slots are for emergency's only. If you do not show up or call to cancel, we will not offer you another emergency slot in the future.**

January 3, 2023

Cancellations

We require a 24hr notice if you need to cancel or reschedule your appointment.

Late for an appointment

We are a very busy practice and the Doctors time is very valuable. It is important for our office and other patients that you be on-time for your appointment. If a patient is 15 minutes late for an appointment, you will be rescheduling for the next available appointment time.

Missing an appointment

We cannot stress enough how important it is that you come to your appointments. We try to call and remind you of the appointments 1-2 days prior to your appointment as a courtesy. However, you are still responsible for keeping your appointment time even if we cannot reach you. **If you don't show up for a scheduled appointment and do not call, Lakeside Internal Medicine at their discretion can charge a \$50 No- Show fee. After 3 "no-shows" you will be dismissed from the practice.**

Leaving Practice

We understand that sometimes there are reasons you feel the need to leave our practice. While we understand, please know that once you leave our practice we will not take you back as our patient. Also note that when you establish with one of our doctors, that is the doctor you see. Patients cannot switch back and forth.

Appointment notes – We do our best to run on schedule. There are many ways you can assist us in staying on time:

- Please be on time for your appointment
- Walk-in appointments are strongly discouraged.
- If you schedule a visit for one patient, please make it for that patient only. If you have two people that need to be seen, for instance, please be sure to schedule two appointments.
- Remember that SICK/URGENT appointments do not allow enough time for a physical to be done.

***** We do make all efforts to stay on time but emergencies do occur from time to time and we might run behind as a result. We will try very hard not to waste your valuable time. *****

Check In

When you arrive at the office please check in at the front desk. We will verify all of your contact and insurance information. ***You must bring your insurance card and photo ID to every appointment.*** It is your responsibility to provide us with any changes to your medical coverage. Full payments for all co pays are expected at the time of service. **We accept cash, check, or credit card.**

Returned Checks – A fee of \$50 will be charged for all returned checks.

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Co pays

As part of our contract with the insurance companies, we are legally required by the terms of the contract to collect any co pays from you at the time of service. If you do not have your co-pay, we will reschedule your visit.

It your responsibility as the patient to know your insurance policy coverage and benefits.

We expect payment within 30days after you have received our statement.

Paperwork

All new patients will need to complete a new patient packet for Lakeside Internal Medicine. The new patient packet can be accessed by us emailing or picking it up. If you do not have internet access we can mail or fax the packet to you. All forms in the new patient packet should be completed before your scheduled appointment; all new patients must arrive 15minutes early before there scheduled appointment time. In addition we will need a **current copy of your insurance card and a photo ID.**

AHCCCS Patients

If you are on AHCCCS, your AHCCCS card must have **either Dr Jennifer Cool or Dr Philip Ku** listed as your provider. We are unable to see patients until the card is corrected.

Medicare Patients

If you are a Medicare patient please remember to bring your Medicare Card to every appointment as well as any supplemental insurance cards you may have.

Please contact our billing department with any billing questions you may have – 480-895-7600.

Prescriptions

Lakeside Internal Medicine strongly recommends *using only one pharmacy for all of your prescription needs*. Please be sure the pharmacy and Lakeside Internal Medicine are aware of any possible drug allergies you may have.

If you need a prescription refill, please call your pharmacy and have them fax the request to our office at (480-895-7601). Please allow 48 hours to process your prescription.

Please note that narcotic medications require a paper prescription signed by the physician. Early refills will not be given.

Changes and/or new prescriptions can only be completed by the physician. Please be aware that you may have to been seen to receive a new prescription. Please do not ask staff to alter your medication(s) or dosing instructions.

Lab Services

Lakeside Internal Medicine has an in house lab for our patients' convenience. Patients with insurance coverage will be billed directly from Sonora Quest for any lab services performed. .

Medicare patients may be asked to sign an Assignment of Benefits.

Our lab is open from 8:00am – 11:30pm and 1:30pm -3:45pm.

Check Out - Follow up and routine appointments will be made at the desk during check out.

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Referrals

Referrals can only be made by the physician. If you haven't been seen, for this complaint, in this office, the referral will require an office visit. Once a referral has been created by the physician please allow 2 business days for processing. Once we send the referral to the appropriate facility that facility will contact you directly to schedule your first appointment. Please contact our office if you have not heard about your referral within 4-5 business days

Messages

All phone messages will be returned within 24-48 hours. For all messages sent from the patient portal will be responded to within 24-48hrs of receiving the message.

Automated calls

Lakeside Internal Medicine uses an automated reminder system for appointment reminders, lab results, and important messages from our office. By signing below you agree to allow Lakeside Internal Medicine to send automated calls to your preferred contact phone number.

AS A PATIENT, YOU HAVE CERTAIN RIGHTS AT Lakeside Internal Medicine:

1. You have the right to be treated with respect, consideration and dignity.
2. We will strive to greet you with a smile and a warm welcome.
3. You have the right to high-quality medical care delivered in a safe, timely, efficient and cost-effective manner.
4. We will keep your medical information private as laid out in the guidelines by HIPPA.
5. You have the right to be a participant in your healthcare along with your doctor.
6. No procedure or treatment will be undertaken without your informed consent.
7. You have the right to know the services available at the facility.
8. You have the right to know what fees are expected and what the payment policies are.

YOU ALSO HAVE CERTAIN RESPONSIBILITIES AS A PATIENT

1. You have the responsibility to accurately and completely provide all clinical personnel with the health information they need including any medications that you are taking.
2. You have the responsibility to follow the directions of the physician with regard to diet and/or medication.
3. You have the responsibility to abstain from using any drugs that have not been prescribed for you and that you have not revealed to our physician.
4. You have the responsibility to abstain from the use of alcohol as directed by your physician.
5. You have the responsibility to inform the physician if you do not understand any directions or if you do not understand the course of treatment planned for you.
6. You have the responsibility to timely pay all medical bills which are not in dispute and to forward to us any monies you receive from any insurance company for our services.

January 3, 2023

POLICIES & PROCEDURES ACKNOWLEDGMENT FORM

By signing below, I acknowledge that I have received, reviewed, understand, and will comply with the policies and procedures explained in the Lakeside Internal Medicine, PLLC OFFICE POLICIES & PROCEDURES FOR PATIENTS.

PRINTED NAME

SIGNED NAME

DATE

Thank you!
Lakeside Internal Medicine, PLLC